

Transcript: VICTORIA

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Full Transcript

Thank you for calling Benefits on the Card. This is Victoria. How can I help you? Good afternoon, Ms. Victoria. How are you? Good. How are you? I'm great, thank you for asking. I was calling to verify, uh, the amount being paid on my insurance. Um, I can provide them with the company name, last four digits of my social. Okay. What's the, uh, staffing agency you're with? Oxford Global. And the last four of your social? Three, zero, 99. And then, uh, your first and last name. This is Tavares Elm, one, twenty-two, seventy-five. Do you mind verifying your address as well? 20222 Morton Road, Unit five, five, three, Katy, Texas, seven, seven, four, four, nine. Okay. Um, let's see. I have a different address. I have 2423 Atwood Glen Lane. Does that- Mm-hmm. ... need to be updated? Yes. Uh, and the funny thing is I just called in and gave the proper address and didn't, didn't say that it was the wrong address. So yes, please. I'd rather get my, um, insurance funds. Okay. And what was the, uh, correct mailing address again? It's 20222 Morton, M-O-R-T-O-N, Road, Unit five, five, three, Katy, K-A-T-Y, Texas, seven, seven, four, four, nine. Okay. And, uh, phone number is 216-287-5886? Yes, ma'am. And then email is first name dot last name at yahoo.com? That is correct. Okay. And I'm sorry, how can I help you again? I was calling to see what the, uh, payment amount per check or per month, um, do you have that information, is being, uh, spent on child support for my son, child support for insurance for myself and my children. Yeah, so it looks like for everything that you're enrolled into, it is \$51.36 a week. Okay. And that's... That includes, uh, dental and medical? Yes. That's for the Ensure Plus Enhanced Medical, Dental and Vision for you and your children. 136. Okay. And that's a week. What is the... Do we have a breakdown of what it would be if it was just my, just myself without my kids? Um, I can try and look that up. Okay, so if you were to do the Ensure Plus Enhanced Dental and Vision for employee only, it would then be \$30.96 a week. 136. And I'm sorry, can you repeat that? \$30.91? Give me one second, I'm gonna have to pull it back up again. Uh-huh. Ensure Plus Basic Dental and Vision for employee only would be, yes, \$30.96 a week. Six. Okay. Okay. Thank you. Yep. That's what, \$21 or \$20.40? Let's just... Thank you very much. You're welcome. Did you need help with anything else? No, ma'am. Have a good day. You too. Thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on the Card. This is Victoria. How can I help you?

Speaker speaker_1: Good afternoon, Ms. Victoria. How are you?

Speaker speaker_0: Good. How are you?

Speaker speaker_1: I'm great, thank you for asking. I was calling to verify, uh, the amount being paid on my insurance. Um, I can provide them with the company name, last four digits of my social.

Speaker speaker_0: Okay. What's the, uh, staffing agency you're with?

Speaker speaker_1: Oxford Global.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: Three, zero, 99.

Speaker speaker_0: And then, uh, your first and last name.

Speaker speaker_1: This is Tavares Elm, one, twenty-two, seventy-five.

Speaker speaker_0: Do you mind verifying your address as well?

Speaker speaker_1: 20222 Morton Road, Unit five, five, three, Katy, Texas, seven, seven, four, four, nine.

Speaker speaker_0: Okay. Um, let's see. I have a different address. I have 2423 Atwood Glen Lane. Does that-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... need to be updated?

Speaker speaker_1: Yes. Uh, and the funny thing is I just called in and gave the proper address and didn't, didn't say that it was the wrong address. So yes, please. I'd rather get my, um, insurance funds.

Speaker speaker_0: Okay. And what was the, uh, correct mailing address again?

Speaker speaker_1: It's 20222 Morton, M-O-R-T-O-N, Road, Unit five, five, three, Katy, K-A-T-Y, Texas, seven, seven, four, four, nine.

Speaker speaker_0: Okay. And, uh, phone number is 216-287-5886?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then email is first name dot last name at yahoo.com?

Speaker speaker_1: That is correct.

Speaker speaker_0: Okay. And I'm sorry, how can I help you again?

Speaker speaker_1: I was calling to see what the, uh, payment amount per check or per month, um, do you have that information, is being, uh, spent on child support for my son, child support for insurance for myself and my children.

Speaker speaker_0: Yeah, so it looks like for everything that you're enrolled into, it is \$51.36 a week.

Speaker speaker_1: Okay. And that's... That includes, uh, dental and medical?

Speaker speaker_0: Yes. That's for the Ensure Plus Enhanced Medical, Dental and Vision for you and your children.

Speaker speaker_1: 136. Okay. And that's a week. What is the... Do we have a breakdown of what it would be if it was just my, just myself without my kids?

Speaker speaker_0: Um, I can try and look that up. Okay, so if you were to do the Ensure Plus Enhanced Dental and Vision for employee only, it would then be \$30.96 a week.

Speaker speaker_1: 136. And I'm sorry, can you repeat that? \$30.91?

Speaker speaker_0: Give me one second, I'm gonna have to pull it back up again.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Ensure Plus Basic Dental and Vision for employee only would be, yes, \$30.96 a week.

Speaker speaker_1: Six. Okay. Okay. Thank you.

Speaker speaker_0: Yep.

Speaker speaker_1: That's what, \$21 or \$20.40? Let's just... Thank you very much.

Speaker speaker_0: You're welcome. Did you need help with anything else?

Speaker speaker_1: No, ma'am. Have a good day.

Speaker speaker_0: You too.

Speaker speaker_1: Thank you.

Speaker speaker_0: Bye-bye.

Speaker speaker_1: Bye.