Transcript: VICTORIA Taylor-6481276740517888-4805466602291200

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, um, my name's Ahmad Ibrahim and I work for Oxford Corporation, and I, I had signed up for insurance on the, uh, the website. They gave me like a link or something in order to register online, and I tried the same link and it's saying that I can't... That the online enrollment is disabled for your employer. So I just wanna make su- I mean, 'cause I guess I was supposed to, it was supposed to be effective today according to the website beforehand, but I'm, I'm just trying to see if I can get, uh, get the enrollment or whatever, the, um, for the benefit, so. Okay. What's the last four of your Social? 4973. And, uh, your first and last name again? Ahmad Ibrahim. A-H-M-A-D Ibrahim. I-B-R-A-H-I-M. Do you mind verifying your address and date of birth? Yeah. 29811 Talitha Way, Murrieta, California 92563. And you said date of birth? Yes, sir. January 7th, 1977. And then phone number, 858-336-1568? Correct. Okay. And then email is first name.e.last name@gmail.com? That is correct, yes. Okay. So I see that you're enrolled into a couple different things. The Insure Plus Basics, Dental, Term Life, Vision, and the M.E.C.-TeleRX for Employee Plus Family, and then the Short Term Disability for Employee Only. Uh-huh. So I don't see that the coverage is active just yet. I know once you enroll, it can take up to two weeks for the enrollment to be processed through payroll, and then coverage would be, um, active the following Monday of your first payroll deduction. Oh, okay. It said effective the 2nd, so I mean... That could have been just like an estimate timeframe. I see. Um, but yeah the coverage is not active until the following Monday of your first payroll deduction, and we haven't received any deductions as of yet. Dang. Oh, shoot. I was hoping that would be effective immediately. Is there anything I can do this- pay up front or something? Yeah, we don't have a way to do that unfortunately. Shoot, okay. So I canceled my other insurance thinking I had covered... Oh well, okay, so it's two weeks or something? Well - Well, I know it can take up to two weeks once you enroll. Okay. So I would just keep an eye on your pay stub for this week and next week. And then like I said, whenever you see that first deduction, coverage starts that following Monday. The Monday after the first deduction? Okay. Mm-hmm. Okay. All right, thank you very much. Yeah, did you need help with anything else? No, that's it. I, I was hoping I'd get that coverage, but apparently it's not there yet. Okay. All right, sounds good. Thank you. You're welcome. You have a wonderful day. You do the same. Thank you so much. Bye-bye. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Hi, um, my name's Ahmad Ibrahim and I work for Oxford Corporation, and I, I had signed up for insurance on the, uh, the website. They gave me like a link or something in order to register online, and I tried the same link and it's saying that I can't... That the online enrollment is disabled for your employer. So I just wanna make su- I mean, 'cause I guess I was supposed to, it was supposed to be effective today according to the website beforehand, but I'm, I'm just trying to see if I can get, uh, get the enrollment or whatever, the, um, for the benefit, so.

Speaker speaker_1: Okay. What's the last four of your Social?

Speaker speaker_2: 4973.

Speaker speaker_1: And, uh, your first and last name again?

Speaker speaker_2: Ahmad Ibrahim. A-H-M-A-D Ibrahim. I-B-R-A-H-I-M.

Speaker speaker_1: Do you mind verifying your address and date of birth?

Speaker speaker_2: Yeah. 29811 Talitha Way, Murrieta, California 92563. And you said date of birth?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: January 7th, 1977.

Speaker speaker_1: And then phone number, 858-336-1568?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. And then email is first name.e.last name@gmail.com?

Speaker speaker_2: That is correct, yes.

Speaker speaker_1: Okay. So I see that you're enrolled into a couple different things. The Insure Plus Basics, Dental, Term Life, Vision, and the M.E.C.-TeleRX for Employee Plus Family, and then the Short Term Disability for Employee Only.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: So I don't see that the coverage is active just yet. I know once you enroll, it can take up to two weeks for the enrollment to be processed through payroll, and then coverage would be, um, active the following Monday of your first payroll deduction.

Speaker speaker_2: Oh, okay. It said effective the 2nd, so I mean...

Speaker speaker_1: That could have been just like an estimate timeframe.

Speaker speaker_2: I see.

Speaker speaker_1: Um, but yeah the coverage is not active until the following Monday of your first payroll deduction, and we haven't received any deductions as of yet.

Speaker speaker_2: Dang. Oh, shoot. I was hoping that would be effective immediately. Is there anything I can do this- pay up front or something?

Speaker speaker_1: Yeah, we don't have a way to do that unfortunately.

Speaker speaker_2: Shoot, okay. So I canceled my other insurance thinking I had covered... Oh well, okay, so it's two weeks or something? Well -

Speaker speaker_1: Well, I know it can take up to two weeks once you enroll.

Speaker speaker_2: Okay.

Speaker speaker_1: So I would just keep an eye on your pay stub for this week and next week. And then like I said, whenever you see that first deduction, coverage starts that following Monday.

Speaker speaker_2: The Monday after the first deduction? Okay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Okay. All right, thank you very much.

Speaker speaker_1: Yeah, did you need help with anything else?

Speaker speaker_2: No, that's it. I, I was hoping I'd get that coverage, but apparently it's not there yet. Okay. All right, sounds good. Thank you.

Speaker speaker_1: You're welcome. You have a wonderful day.

Speaker speaker_2: You do the same. Thank you so much.

Speaker speaker_1: Bye-bye.

Speaker speaker_2: All right. Bye-bye.