

Transcript: VICTORIA

Taylor-6577086802116608-6121029055234048

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on Accard. This is Victoria. How can I help you? Yes, ma'am. I would like to sign up for dental insurance. Okay. Uh, what's the name of the agency you work for? Oxford Global. And the last four of your Social? 0357. Okay. Uh, do you mind verifying your address and date of birth? 529 Linden Avenue, San Bruno, California 94066. And what else you say? Your date of birth. November 26, '63. Okay. And, uh, just to make sure, this is Juan Martinez? Yes. Okay. Uh, phone number is gonna be 650-476-4100? Yes. And then email is juanrmartinez@gmail.com? Yes. Okay. Let's see. And are you just wanting dental for yourself? For myself and children. Okay. Was there anything else you wanted to enroll into? No, that's it. Okay. So dental for employee plus children would be \$9.62 a week. Okay. And then, let's see. Who did you wanna add on to it? Uh, myself, uh, my son and my daughter. Okay. Yeah, yeah. Um, so I was just... I meant like their names. Oh, yeah. Do you have that information? Yeah. It looks like I have Elena Martinez-Hall and then, uh, Andres Martinez-Hall. Yes. That's it. Okay. Just to make sure, Elena's date of birth is 3/4/2003? Yes. And the last four of her Social is 2748? Let me double check that. Okay. Yeah. The same for you. You're right. Okay. And then Andres is, uh, January 12th, 2005 for the date of birth? Yes. And then last four is 1392? Yes. Okay. Just wanted to make sure I had everything correct there. And then, um, just to let you know, it looks like the coverage will be effective, uh, the earliest January 6th of '25, as long as the deduction is made out of your check the week before. The deduction what? So as long as you see the deduction being made out of your check the week before, the earliest the coverage will become effective is January 6th of '25. Oh, I see. I see. Mm-hmm. And then once the coverage is active, ID cards are made and sent to you within seven to ten business days. Okay. Okay. Now was there anything else that you might- Y- y- you talk of the cards, I can call back and find out why, or... Yes. Just keep in mind, uh, the coverage would be ha- would have to be active in order for us to generate those cards, 'cause they're not made until the coverage is active. Okay. Okay. Yeah. So if you ever have questions about why you haven't received them, you can call us back. We can pull back up your file and see exactly what's going on. I see. All right. I just want to make sure I, I did it by the deadline. And I guess once it's, the request is made, then I should be okay? Yes, sir. I went ahead and put the request to have you enrolled into it. Um, was there anything else, maybe you had questions on? Um, no, that's it. All right. You have a wonderful day. Yeah, you too. Thank you. Thank you. 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 Accard. This is Victoria. How can I help you?

Speaker speaker_2: Yes, ma'am. I would like to sign up for dental insurance.

Speaker speaker_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_2: Oxford Global.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 0357.

Speaker speaker_1: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker_2: 529 Linden Avenue, San Bruno, California 94066. And what else you say?

Speaker speaker_1: Your date of birth.

Speaker speaker_2: November 26, '63.

Speaker speaker_1: Okay. And, uh, just to make sure, this is Juan Martinez?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Uh, phone number is gonna be 650-476-4100?

Speaker speaker_2: Yes.

Speaker speaker_1: And then email is juanrmartinez@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Let's see. And are you just wanting dental for yourself?

Speaker speaker_2: For myself and children.

Speaker speaker_1: Okay. Was there anything else you wanted to enroll into?

Speaker speaker_2: No, that's it.

Speaker speaker_1: Okay. So dental for employee plus children would be \$9.62 a week.

Speaker speaker_2: Okay.

Speaker speaker_1: And then, let's see. Who did you wanna add on to it?

Speaker speaker_2: Uh, myself, uh, my son and my daughter.

Speaker speaker_1: Okay. Yeah, yeah. Um, so I was just... I meant like their names.

Speaker speaker_2: Oh, yeah. Do you have that information?

Speaker speaker_1: Yeah. It looks like I have Elena Martinez-Hall and then, uh, Andres Martinez-Hall.

Speaker speaker_2: Yes. That's it.

Speaker speaker_1: Okay. Just to make sure, Elena's date of birth is 3/4/2003?

Speaker speaker_2: Yes.

Speaker speaker_1: And the last four of her Social is 2748?

Speaker speaker_2: Let me double check that.

Speaker speaker_1: Okay.

Speaker speaker_2: Yeah. The same for you. You're right.

Speaker speaker_1: Okay. And then Andres is, uh, January 12th, 2005 for the date of birth?

Speaker speaker_2: Yes.

Speaker speaker_1: And then last four is 1392?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Just wanted to make sure I had everything correct there. And then, um, just to let you know, it looks like the coverage will be effective, uh, the earliest January 6th of '25, as long as the deduction is made out of your check the week before.

Speaker speaker_2: The deduction what?

Speaker speaker_1: So as long as you see the deduction being made out of your check the week before, the earliest the coverage will become effective is January 6th of '25.

Speaker speaker_2: Oh, I see. I see.

Speaker speaker_1: Mm-hmm. And then once the coverage is active, ID cards are made and sent to you within seven to ten business days.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: Now was there anything else that you might-

Speaker speaker_2: Y- y- you talk of the cards, I can call back and find out why, or...

Speaker speaker_1: Yes. Just keep in mind, uh, the coverage would be ha- would have to be active in order for us to generate those cards, 'cause they're not made until the coverage is active.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: Yeah. So if you ever have questions about why you haven't received them, you can call us back. We can pull back up your file and see exactly what's going on.

Speaker speaker_2: I see. All right. I just want to make sure I, I did it by the deadline. And I guess once it's, the request is made, then I should be okay?

Speaker speaker_1: Yes, sir. I went ahead and put the request to have you enrolled into it. Um, was there anything else, maybe you had questions on?

Speaker speaker_2: Um, no, that's it.

Speaker speaker_1: All righty. You have a wonderful day.

Speaker speaker_2: Yeah, you too. Thank you.

Speaker speaker_1: Thank you. Bye-bye.