Transcript: VICTORIA Taylor-6669911166074880-6096601516654592

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Ma'am, I am a consultant with Oxford Global Resources. Okay. And, uh, I have a second appointment, uh, assignment. So I would like to enroll myself for the, uh, Benefits on a c- in a Card, uh, that I had from my previous assignment. Okay. Um, let's see. You're with Oxford, you said? Yes. And the last four of your Social? 9391. Okay. And your first and last name? Prashant Bhatia. All right. And do you mind verifying your address and date of birth? Uh, address is 400 Nagle Street, Apartment 205, College Station, Texas 77840. And my date of birth is June 22nd, 1971. Phone number 979-575-9659? Uh, can you please repeat that? Uh, phone number is 979-575-9659? That is correct. Okay. And then email is gonna be pvp9391@yahoo.com? Correct. Yeah. Okay. So you're just wanting to reinstate the coverage you had previously. Is that right? Yes. Yes. Okay. Sorry- But can we, uh, quickly go over the cove- I mean, the amount, the amounts, uh, deducted per week? Just so I know that that is what I want. Yeah. So you were previously enrolled into the dental, um, short-term disability, term life and vision for employee only. So in total- Mm-hmm. ... it would be... Let me make sure. Wait one second. Mm-hmm. So in total it would be $11.85. Per week. Week. Mm-hmm. Weekly. Yeah. That is good. All right. So reinstatement is kind of like enrollment. Um, it typically takes about one to two weeks to be processed through your payroll. Mm-hmm. Once you see that first deduction being made out of your check, coverage will start the following Monday. Okay. Yes, sir. Um, and let's see. Just to verify, it looks like, um, we have two different beneficiaries for you. Uh, Rui Patel? Mm-hmm. Yeah. Yeah. And I have that 95% and then, uh, uh, Supal, Supella? It's Supella. Yeah. Mm-hmm. Okay. At 5%. Is that still the way you wanted that? Yes. Okay. Was there anything else you might need help with? This is all. All right. You're good to go on my end. All right. Thank you for your help, ma'am. You're welcome. You have a wonderful day. Mm-hmm. You too. Bye-bye. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Ma'am, I am a consultant with Oxford Global Resources.

Speaker speaker_0: Okay.

Speaker speaker_1: And, uh, I have a second appointment, uh, assignment. So I would like to enroll myself for the, uh, Benefits on a c- in a Card, uh, that I had from my previous

assignment.

Speaker speaker_0: Okay. Um, let's see. You're with Oxford, you said?

Speaker speaker_1: Yes.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 9391.

Speaker speaker_0: Okay. And your first and last name?

Speaker speaker_1: Prashant Bhatia.

Speaker speaker_0: All right. And do you mind verifying your address and date of birth?

Speaker speaker_1: Uh, address is 400 Nagle Street, Apartment 205, College Station, Texas 77840. And my date of birth is June 22nd, 1971.

Speaker speaker_0: Phone number 979-575-9659?

Speaker speaker_1: Uh, can you please repeat that?

Speaker speaker_0: Uh, phone number is 979-575-9659?

Speaker speaker_1: That is correct.

Speaker speaker_0: Okay. And then email is gonna be pvp9391@yahoo.com?

Speaker speaker_1: Correct. Yeah.

Speaker speaker_0: Okay. So you're just wanting to reinstate the coverage you had previously. Is that right?

Speaker speaker_1: Yes. Yes.

Speaker speaker_0: Okay. Sorry-

Speaker speaker_1: But can we, uh, quickly go over the cove- I mean, the amount, the amounts, uh, deducted per week? Just so I know that that is what I want.

Speaker speaker_0: Yeah. So you were previously enrolled into the dental, um, short-term disability, term life and vision for employee only. So in total-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... it would be... Let me make sure. Wait one second.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So in total it would be $11.85.

Speaker speaker_1: Per week.

Speaker speaker_0: Week. Mm-hmm. Weekly.

Speaker speaker_1: Yeah. That is good.

Speaker speaker_0: All right. So reinstatement is kind of like enrollment. Um, it typically takes about one to two weeks to be processed through your payroll.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Once you see that first deduction being made out of your check, coverage will start the following Monday.

Speaker speaker_1: Okay.

Speaker speaker_0: Yes, sir. Um, and let's see. Just to verify, it looks like, um, we have two different beneficiaries for you. Uh, Rui Patel?

Speaker speaker_1: Mm-hmm. Yeah. Yeah.

Speaker speaker_0: And I have that 95% and then, uh, uh, Supal, Supella?

Speaker speaker_1: It's Supella. Yeah. Mm-hmm.

Speaker speaker_0: Okay. At 5%. Is that still the way you wanted that?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Was there anything else you might need help with?

Speaker speaker_1: This is all.

Speaker speaker_0: All right. You're good to go on my end.

Speaker speaker_1: All right. Thank you for your help, ma'am.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_1: Mm-hmm. You too. Bye-bye.

Speaker speaker_0: Thank you. Bye-bye.