

## **Transcript: Chris Sofield**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Chris. How can I help you today? Yes, this is Geoffrey Touche. I received a text message on my phone from y'all. And what did it say? Uh, that I have benefits coming from Crown, congratulations. I'll- Okay. ... receive benefits within 30 days. Okay. That may be talking about Crown's automatic enrollment policy. Mm-hmm. Um, they automatically enroll all new hires into a health insurance plan, um, 30 days after their first paycheck. If you don't want that- Okay. ... insurance plan, just let us know and we can opt you out of it. No, I want it. He does need it. Okay. All right. Yeah, so the... So they'll automatically opt you into that plan. I believe that's the preventative care plan that they opt you into. They do offer other insurance policies as well. Um, if you want... if you were to provide me with, like, an email address, I can send you an information packet that goes over the plans that Crown offers- Mm-hmm. ... to give you an idea of what all is available- Mm-hmm. ... how much things would cost and- Mm-hmm. ... what all they would cover. Sure. What's- Okay. ... the email address? Is it Geoffrey Touche 47 at gmail.com? GeoffreyTouche47@gmail.com. GeoffreyTouche47? Yes. J-E-F-F-R-E-Y T-O-U-C-H-E 47 at gmail? T-O-U-C-H-E-T-T-E- T-T-E, okay. ... 47- 47. Okay. ... @gmail.com. All right. I will go ahead and send this on over to you. Um, this email is gonna be coming from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. Give that a read through and if you wish to, uh, make any changes or enroll into anything other than that preventative care plan, just give us a call back. Okay. Thank you very much, sir. Have a wonderful day. You as well. Thanks for calling. Bye now. Bye-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 in a Card, this is Chris. How can I help you today?

Speaker speaker\_2: Yes, this is Geoffrey Touche. I received a text message on my phone from y'all.

Speaker speaker\_1: And what did it say?

Speaker speaker\_2: Uh, that I have benefits coming from Crown, congratulations. I'll-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... receive benefits within 30 days.

Speaker speaker\_1: Okay. That may be talking about Crown's automatic enrollment policy.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Um, they automatically enroll all new hires into a health insurance plan, um, 30 days after their first paycheck. If you don't want that-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... insurance plan, just let us know and we can opt you out of it.

Speaker speaker\_2: No, I want it.

Speaker speaker\_0: He does need it.

Speaker speaker\_1: Okay. All right. Yeah, so the... So they'll automatically opt you into that plan. I believe that's the preventative care plan that they opt you into. They do offer other insurance policies as well. Um, if you want... if you were to provide me with, like, an email address, I can send you an information packet that goes over the plans that Crown offers-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... to give you an idea of what all is available-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... how much things would cost and-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... what all they would cover.

Speaker speaker\_2: Sure. What's-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... the email address? Is it Geoffrey Touche 47 at gmail.com? GeoffreyTouche47@gmail.com.

Speaker speaker\_1: GeoffreyTouche47?

Speaker speaker\_2: Yes.

Speaker speaker\_1: J-E-F-F-R-E-Y T-O-U-C-H-E 47 at gmail?

Speaker speaker\_2: T-O-U-C-H-E-T-T-E-

Speaker speaker\_1: T-T-E, okay.

Speaker speaker\_2: ... 47-

Speaker speaker\_1: 47. Okay.

Speaker speaker\_2: ... @gmail.com.

Speaker speaker\_1: All right. I will go ahead and send this on over to you. Um, this email is gonna be coming from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. Give that a read through and if you wish to, uh, make any changes or enroll into anything other than that preventative care plan, just give us a call back.

Speaker speaker\_2: Okay. Thank you very much, sir. Have a wonderful day.

Speaker speaker\_1: You as well. Thanks for calling. Bye now.

Speaker speaker\_2: Bye-bye. Bye.