

Transcript: Chris Sofield

(deactivated)-5119330584576000-4788895530827776

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. As you can see- Hello, MedicalCard, this is Chris, how can I help you today? Hey, how you doing? I, uh, got a text message, uh, to the following number about my, uh, benefits with Crown. Okay. Um, did it say anything about, like, you just being eligible for insurance benefits or saying something about automatic enrollment? Uh, basically it's just like B... BIC? BIC, um, benefits. Um, I'm going to go to the message for you. "Congratulations on your job with Crown. You will be optioned and still benefit within 30 days. Call BIC at 1-800 to make changes before your window close." Okay. So that's a... That's advising that Crown's, uh, Crown Services automatically enrolls all their new hires into a health insurance plan 30 days after your first check. Um, if you do not want that health insurance from them or any sort of insurance from them at all, uh, just, uh, let me know and I can check to see if we have a file o... Uh, we have a file or if we need to create one to opt you out. Um, or if you want to enroll in anything other than the, uh, plan that they automatically enroll you into. Um, but yeah, that, that 30-day window is your window to make any sort of decisions for it. Okay. Were you looking for any health insurance benefits from Crown Staffing? No, I, uh, what I'll have to do, I actually have to look into it once I get off work, 'cause right now I'm on my break, to see what, uh, plans y'all got and what all y'all offer. Okay. Um, yeah, you can definitely, uh, take some time to look into it. Just be aware that, um, if, if you do not want any insurance at all from them, you do need to let us know because they automatically enroll you. And if, uh, and if you don't let us know, then it's possible that that enrollment may happen anyway. Um, that, and if that were to happen, any deductions taken out for that insurance premium would not be refunded back to you. Okay. All right. Was there anything else I could help you with for now? No, sir, that's it. All right. Thanks again for calling and have a good day. Yeah, I need to tell them right now. ***** on my own boy. I don't even know if I...

Conversation Format

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

Speaker speaker_1: As you can see-

Speaker speaker_2: Hello, MedicalCard, this is Chris, how can I help you today?

Speaker speaker_1: Hey, how you doing? I, uh, got a text message, uh, to the following number about my, uh, benefits with Crown.

Speaker speaker_2: Okay. Um, did it say anything about, like, you just being eligible for insurance benefits or saying something about automatic enrollment?

Speaker speaker_1: Uh, basically it's just like B... BIC? BIC, um, benefits. Um, I'm going to go to the message for you. "Congratulations on your job with Crown. You will be optioned and still benefit within 30 days. Call BIC at 1-800 to make changes before your window close."

Speaker speaker_2: Okay. So that's a... That's advising that Crown's, uh, Crown Services automatically enrolls all their new hires into a health insurance plan 30 days after your first check. Um, if you do not want that health insurance from them or any sort of insurance from them at all, uh, just, uh, let me know and I can check to see if we have a file o... Uh, we have a file or if we need to create one to opt you out. Um, or if you want to enroll in anything other than the, uh, plan that they automatically enroll you into. Um, but yeah, that, that 30-day window is your window to make any sort of decisions for it.

Speaker speaker_1: Okay.

Speaker speaker_2: Were you looking for any health insurance benefits from Crown Staffing?

Speaker speaker_1: No, I, uh, what I'll have to do, I actually have to look into it once I get off work, 'cause right now I'm on my break, to see what, uh, plans y'all got and what all y'all offer.

Speaker speaker_2: Okay. Um, yeah, you can definitely, uh, take some time to look into it. Just be aware that, um, if, if you do not want any insurance at all from them, you do need to let us know because they automatically enroll you. And if, uh, and if you don't let us know, then it's possible that that enrollment may happen anyway. Um, that, and if that were to happen, any deductions taken out for that insurance premium would not be refunded back to you.

Speaker speaker_1: Okay.

Speaker speaker_2: All right. Was there anything else I could help you with for now?

Speaker speaker_1: No, sir, that's it.

Speaker speaker_2: All right. Thanks again for calling and have a good day.

Speaker speaker_1: Yeah, I need to tell them right now. ***** on my own boy. I don't even know if I...