

## **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? Hi, my name's A.J. Horn. I am employed through Crown Staffing in Nashville, Illinois at ... Um, I couldn't remember if I opted into the insurance or not, and what I selected as a policy. If I did. Okay, I can check... Yeah, I can check that for you. Uh, what's the last four of your Social? 1499. All right. There we go. Mr. Horn, could you verify your address and your date of birth for me please? Uh, 32 Water Street, Marissa, Illinois 62257, and then my birthdate is February 20th, 2003. Good. Thank you. Phone on file we have is 618-737-4712. Is that correct? Yes, sir. All right. Uh, does not look like we currently have any, uh, enrollment on for you. Uh, looks like no enrollment form's been received, nothing's been done online. Uh, now I do know that Crown Staffing automatically enrolls you into a health insurance plan 30 days after your first check. Uh, but that yet... That's not yet happened. Um, w- uh, were you looking to enroll into anything or were you looking to just go ahead and completely opt out? No, I wasn't gonna opt out. I just couldn't remember if I opted in or if I... What policy I selected 'cause I don't remember. I'm on the second shift over there. Yeah. My sleep schedule's kind of fucked up. No, I understand that. Um, so yeah, if, uh... You do still have a little bit of time to enroll into insurance benefits. It looks like based on what I see here, um, you as a new hire have until December 6th to make any decisions. Uh, and then I believe right after that is when Crown has their open enrollment. Uh, no. Crown, Crown has their open enrollment, uh, that same week. So, effectively you've got until, uh, let's see here... Effectively you've got until January 3rd to make any decisions. Between now and January 3rd. Um, so if you want, I can send you an information packet that goes over what benefits Crown has to offer. Uh, you can kind of give this a read through and then, uh, if you want to enroll into anything just give us a call back once you have an idea of what you want. Uh, we'd be able to go ahead and set that up at that point. Okay, yeah. I'd appreciate that. Yeah, no problem. Can you confirm we have your, uh, email in file is ajhorn03@gmail.com? Yes, sir. All right. I'll send this information packet on over to you. This is coming from info@benefitsandacard.com. If you don't see this in your inbox, check your spam folder. It might have gotten filtered there. Give that a read through, give us a call back. Once you have an idea of what you want to enroll into, we'll get you taken care of. All right. Thank you. You're very welcome. Thanks again for calling and have a wonderful day. You too.

### **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: Hi, my name's A.J. Horn. I am employed through Crown Staffing in Nashville, Illinois at ... Um, I couldn't remember if I opted into the insurance or not, and what I selected as a policy. If I did.

Speaker speaker\_1: Okay, I can check... Yeah, I can check that for you. Uh, what's the last four of your Social?

Speaker speaker\_2: 1499.

Speaker speaker\_1: All right. There we go. Mr. Horn, could you verify your address and your date of birth for me please?

Speaker speaker\_2: Uh, 32 Water Street, Marissa, Illinois 62257, and then my birthdate is February 20th, 2003.

Speaker speaker\_1: Good. Thank you. Phone on file we have is 618-737-4712. Is that correct?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: All right. Uh, does not look like we currently have any, uh, enrollment on for you. Uh, looks like no enrollment form's been received, nothing's been done online. Uh, now I do know that Crown Staffing automatically enrolls you into a health insurance plan 30 days after your first check. Uh, but that yet... That's not yet happened. Um, w- uh, were you looking to enroll into anything or were you looking to just go ahead and completely opt out?

Speaker speaker\_2: No, I wasn't gonna opt out. I just couldn't remember if I opted in or if I... What policy I selected 'cause I don't remember. I'm on the second shift over there.

Speaker speaker\_1: Yeah.

Speaker speaker\_2: My sleep schedule's kind of fucked up.

Speaker speaker\_1: No, I understand that. Um, so yeah, if, uh... You do still have a little bit of time to enroll into insurance benefits. It looks like based on what I see here, um, you as a new hire have until December 6th to make any decisions. Uh, and then I believe right after that is when Crown has their open enrollment. Uh, no. Crown, Crown has their open enrollment, uh, that same week. So, effectively you've got until, uh, let's see here... Effectively you've got until January 3rd to make any decisions. Between now and January 3rd. Um, so if you want, I can send you an information packet that goes over what benefits Crown has to offer. Uh, you can kind of give this a read through and then, uh, if you want to enroll into anything just give us a call back once you have an idea of what you want. Uh, we'd be able to go ahead and set that up at that point.

Speaker speaker\_2: Okay, yeah. I'd appreciate that.

Speaker speaker\_1: Yeah, no problem. Can you confirm we have your, uh, email in file is ajhorn03@gmail.com?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: All right. I'll send this information packet on over to you. This is coming from [info@benefitsandacard.com](mailto:info@benefitsandacard.com). If you don't see this in your inbox, check your spam folder. It might have gotten filtered there. Give that a read through, give us a call back. Once you have an idea of what you want to enroll into, we'll get you taken care of.

Speaker speaker\_2: All right. Thank you.

Speaker speaker\_1: You're very welcome. Thanks again for calling and have a wonderful day.

Speaker speaker\_2: You too.