

## **Transcript: Chris Sofield**

**(deactivated)-5265619366133760-4569710378565632**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hey, 1-800-CROWN. How can I help you today? Um... Well, you're cutting in and out. Um, what, what is this all about? Like, I work for Crown and it said to call this number, so I'm calling this number. Okay. So we're the plan administrator for the health insurance benefits for Crown Staffing. Um, if that... If you were instructed to give us a call, it could either be to let you know that you're eligible for insurance benefits or it could be talking about the fact that Crown automatically enrolls their new employees into a health insurance plan, unless you called up to state that you did not want that insurance. Do I have to pay for it? It does deduct out of your paycheck. Yes, ma'am. Oh, I don't... I, um... Well, like, okay, so- You can help him or her appreciate- What, what, what, what kind of benefits am I paying for? Is it just for me? Because I need something... I got my husband's insurance right now and, um- The- We could just- The automatic enrollment that they process, which they, they don't do that until 30 days after your first check. But the automatic enrollment is a preventative care medical plan for things like physicals, vaccines and cancer screenings for employee only. Oh, okay. Well, I don't want to pay for that. No. I don't need that. Okay. Can I opt out of that? Yes. I'll need some information from you. What's the last four of your Social? Um, 9264. And your first and last name? Uh, Crystal Adams. Thank you, Ms. Adams. Can you verify your address and date of birth, please? It's 4902 Kendall Road, um, 21478. And the rest of the address? The city, state and zip? Um, Louisville, Kentucky, 40272. Thank you. Phone on file, 502-536-3221. Is that correct? Yep. That's it. All right. I have you opted out. You're good to go. Anything else? Oh, nope, that's good. Thank you. You're welcome. Thanks for calling and have a good day. All right. All right, bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hey, 1-800-CROWN. How can I help you today?

Speaker speaker\_2: Um... Well, you're cutting in and out. Um, what, what is this all about? Like, I work for Crown and it said to call this number, so I'm calling this number.

Speaker speaker\_1: Okay. So we're the plan administrator for the health insurance benefits for Crown Staffing. Um, if that... If you were instructed to give us a call, it could either be to let you know that you're eligible for insurance benefits or it could be talking about the fact that Crown automatically enrolls their new employees into a health insurance plan, unless you

called up to state that you did not want that insurance.

Speaker speaker\_2: Do I have to pay for it?

Speaker speaker\_1: It does deduct out of your paycheck. Yes, ma'am.

Speaker speaker\_2: Oh, I don't... I, um... Well, like, okay, so-

Speaker speaker\_1: You can help him or her appreciate-

Speaker speaker\_2: What, what, what, what kind of benefits am I paying for? Is it just for me? Because I need something... I got my husband's insurance right now and, um-

Speaker speaker\_1: The-

Speaker speaker\_2: We could just-

Speaker speaker\_1: The automatic enrollment that they process, which they, they don't do that until 30 days after your first check. But the automatic enrollment is a preventative care medical plan for things like physicals, vaccines and cancer screenings for employee only.

Speaker speaker\_2: Oh, okay. Well, I don't want to pay for that. No. I don't need that.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Can I opt out of that?

Speaker speaker\_1: Yes. I'll need some information from you. What's the last four of your Social?

Speaker speaker\_2: Um, 9264.

Speaker speaker\_1: And your first and last name?

Speaker speaker\_2: Uh, Crystal Adams.

Speaker speaker\_1: Thank you, Ms. Adams. Can you verify your address and date of birth, please?

Speaker speaker\_2: It's 4902 Kendall Road, um, 21478.

Speaker speaker\_1: And the rest of the address? The city, state and zip?

Speaker speaker\_2: Um, Louisville, Kentucky, 40272.

Speaker speaker\_1: Thank you. Phone on file, 502-536-3221. Is that correct?

Speaker speaker\_2: Yep. That's it.

Speaker speaker\_1: All right. I have you opted out. You're good to go. Anything else?

Speaker speaker\_2: Oh, nope, that's good. Thank you.

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

Speaker speaker\_2: All right. All right, bye.