

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling 888-R-CROWN-SERVICES. How can I help you today? Hello. Uh, my name is Michael Joseph. Um, I received a message to, to have- You're going to get some valuable help with this. ... to have a phone number, um, to, um, because I, I have a benefits in CROWN. Yep. Okay, what exactly did the message you received say? Could you read it out for me? Yes, I can. The message said, um, "Congrats on your job." Hold on. Um, they said, "Congrats on your job with CROWN. You will be opted into benefits within 30 day. Call BIC at the 1-800-497-4856 to make change before y- before your window closes." Okay, so that is Crown Services congratulating you on a new job through them and advising that as a new hire with them, they automatically enroll you into a health insurance plan 30 days after your first paycheck. Um, if you, uh, if you do not want this insurance policy, just let me know. We can go ahead and opt you out of that. But that's what that's about. Um, that's going to help me to have more time, or to be an employer? So, this, this is for the health insurance benefits through Crown. It's letting you know that as a new hire, after 30 days, they automatically enroll you into a health insurance plan. Did you want health insurance from Crown? Uh, if I'm going to be in the, in the job for, um, if I'm going to be an employer in the job, I need it. Okay, so they'll automatically enroll you into that preventative care plan 30 days after your first check from them. Um, but yeah, that's, that's what that's about. Oh, okay. Thank you. You're welcome. Thanks for calling. That means... Ex- ex- excuse me. That means after 30 day, I'm going to be an employer too? No, no, no, no, no. It has nothing to do with the job. It's only for the health insurance. If you have any questions regarding the job, you need to call Crown. Okay, then it was just insurance. Yes, ma'am. How much money they're going to take o- of my money for that? The plan that they automatically enroll you into... Give me just a moment. Is \$15.62 out of your check every week. What's that? Excuse me, sir. If you want- Can you say, can you say that again for me? \$15.62. I don't need it. Okay, so in order to opt you out of that, then I need to get a little bit of information from you to pull up your file. What's the last four of your social? I said, I said I don't need it. I understand that, ma'am, but in order to make sure you don't get it, I need to pull your file up. To do that, I need information from you. Oh. What's the last four of your social? But that i- uh, it's a good thing for me or, or is the bad? I can't tell you that, ma'am. It's insurance. You decide if you want insurance or not. If you don't want insurance, then I need to, I need to access your file- It's for when- ... to make sure you don't get it. Uh, it's for when I'm gonna, it's for when I'm sick. Is that correct? Yeah, the, the automatic enrollment is for preventative care services. So things like physicals, vaccines, cancer screenings and things like that. I don't need it. Okay, so if you don't need it then I need some information from you. What's the last four of your social? The last four of my social? Yes, ma'am. Hold on. It's 5697. Okay. All right. And what was your first and last name again,

ma'am? Michael Joseph. M-I-C-H-A-E-L-L-E. Okay, thank you. Can you verify your address and your date of birth, please? 4242 Ruby Street, Apartment 8A. Um, date of birth, August 5th, 2000. Okay. And the rest of the address? I need the city, state and zip as well. 4242 Ruby Street, Apartment 8A, Indianapolis, 46226. And what state? Pardon me? What, what state? What, what state is that address in? Indiana. Thank you. All right, I have you opted out of the automatic enrollment. You will not be enrolled into any insurance. You're good to go. Anything else? Yes, thank you so much. You're welcome. Thanks for calling and have a good day. I have, I have a question. Uh, yes ma'am. In the future, if I need, I can call to, to have it too? Only during, uh, only as long as you're eligible for insurance benefits. You have, um, let's see here. You have until January 3rd to make any final decisions. After January 3rd, you're no longer able to enroll in anything. I have a problem. I don't know what I was supposed to do. Okay. Was there anything else? Hmm. No. All right, well if that's everything, thanks again for calling and have a good day. What'd you say? Uh, was there anything else I could help you with, ma'am? No. Thank you. You're welcome. Thank you for calling and have a good day. You too. All right, bye now.

Conversation Format

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

Speaker speaker_1: Thank you for calling 888-R-CROWN-SERVICES. How can I help you today?

Speaker speaker_2: Hello. Uh, my name is Michael Joseph. Um, I received a message to, to have-

Speaker speaker_1: You're going to get some valuable help with this.

Speaker speaker_2: ... to have a phone number, um, to, um, because I, I have a benefits in CROWN.

Speaker speaker_1: Yep. Okay, what exactly did the message you received say? Could you read it out for me?

Speaker speaker_2: Yes, I can. The message said, um, "Congrats on your job." Hold on. Um, they said, "Congrats on your job with CROWN. You will be opted into benefits within 30 day. Call BIC at the 1-800-497-4856 to make change before y- before your window closes."

Speaker speaker_1: Okay, so that is Crown Services congratulating you on a new job through them and advising that as a new hire with them, they automatically enroll you into a health insurance plan 30 days after your first paycheck. Um, if you, uh, if you do not want this insurance policy, just let me know. We can go ahead and opt you out of that. But that's what that's about.

Speaker speaker_2: Um, that's going to help me to have more time, or to be an employer?

Speaker speaker_1: So, this, this is for the health insurance benefits through Crown. It's letting you know that as a new hire, after 30 days, they automatically enroll you into a health

insurance plan. Did you want health insurance from Crown?

Speaker speaker_2: Uh, if I'm going to be in the, in the job for, um, if I'm going to be an employer in the job, I need it.

Speaker speaker_1: Okay, so they'll automatically enroll you into that preventative care plan 30 days after your first check from them. Um, but yeah, that's, that's what that's about.

Speaker speaker_2: Oh, okay. Thank you.

Speaker speaker_1: You're welcome. Thanks for calling.

Speaker speaker_2: That means... Ex- ex- excuse me. That means after 30 day, I'm going to be an employer too?

Speaker speaker_1: No, no, no, no, no. It has nothing to do with the job. It's only for the health insurance. If you have any questions regarding the job, you need to call Crown.

Speaker speaker_2: Okay, then it was just insurance.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: How much money they're going to take o- of my money for that?

Speaker speaker_1: The plan that they automatically enroll you into... Give me just a moment. Is \$15.62 out of your check every week.

Speaker speaker_2: What's that? Excuse me, sir.

Speaker speaker_1: If you want-

Speaker speaker_2: Can you say, can you say that again for me?

Speaker speaker_1: \$15.62.

Speaker speaker_2: I don't need it.

Speaker speaker_1: Okay, so in order to opt you out of that, then I need to get a little bit of information from you to pull up your file. What's the last four of your social?

Speaker speaker_2: I said, I said I don't need it.

Speaker speaker_1: I understand that, ma'am, but in order to make sure you don't get it, I need to pull your file up. To do that, I need information from you.

Speaker speaker_2: Oh.

Speaker speaker_1: What's the last four of your social?

Speaker speaker_2: But that i- uh, it's a good thing for me or, or is the bad?

Speaker speaker_1: I can't tell you that, ma'am. It's insurance. You decide if you want insurance or not. If you don't want insurance, then I need to, I need to access your file-

Speaker speaker_2: It's for when-

Speaker speaker_1: ... to make sure you don't get it.

Speaker speaker_2: Uh, it's for when I'm gonna, it's for when I'm sick. Is that correct?

Speaker speaker_1: Yeah, the, the automatic enrollment is for preventative care services. So things like physicals, vaccines, cancer screenings and things like that.

Speaker speaker_2: I don't need it.

Speaker speaker_1: Okay, so if you don't need it then I need some information from you. What's the last four of your social?

Speaker speaker_2: The last four of my social?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Hold on. It's 5697.

Speaker speaker_1: Okay. All right. And what was your first and last name again, ma'am?

Speaker speaker_2: Michael Joseph. M-I-C-H-A-E-L-L-E.

Speaker speaker_1: Okay, thank you. Can you verify your address and your date of birth, please?

Speaker speaker_2: 4242 Ruby Street, Apartment 8A. Um, date of birth, August 5th, 2000.

Speaker speaker_1: Okay. And the rest of the address? I need the city, state and zip as well.

Speaker speaker_2: 4242 Ruby Street, Apartment 8A, Indianapolis, 46226.

Speaker speaker_1: And what state?

Speaker speaker_2: Pardon me?

Speaker speaker_1: What, what state? What, what state is that address in?

Speaker speaker_2: Indiana.

Speaker speaker_1: Thank you. All right, I have you opted out of the automatic enrollment. You will not be enrolled into any insurance. You're good to go. Anything else?

Speaker speaker_2: Yes, thank you so much.

Speaker speaker_1: You're welcome. Thanks for calling and have a good day.

Speaker speaker_2: I have, I have a question.

Speaker speaker_1: Uh, yes ma'am.

Speaker speaker_2: In the future, if I need, I can call to, to have it too?

Speaker speaker_1: Only during, uh, only as long as you're eligible for insurance benefits. You have, um, let's see here. You have until January 3rd to make any final decisions. After January 3rd, you're no longer able to enroll in anything.

Speaker speaker_2: I have a problem. I don't know what I was supposed to do.

Speaker speaker_1: Okay. Was there anything else?

Speaker speaker_2: Hmm. No.

Speaker speaker_1: All right, well if that's everything, thanks again for calling and have a good day.

Speaker speaker_2: What'd you say?

Speaker speaker_1: Uh, was there anything else I could help you with, ma'am?

Speaker speaker_2: No. Thank you.

Speaker speaker_1: You're welcome. Thank you for calling and have a good day.

Speaker speaker_2: You too.

Speaker speaker_1: All right, bye now.