

## **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? Uh, we're just ... we're recorded. All of you guys gave me a call, or you guys gave me a text. Okay. We are a plan administrator for health insurance benefits for staffing companies. Do you work with a staffing company, sir? Uh, yes. Uh, what staffing company? Uh, American Staffing. American Staffing. Okay. Um, you said you received a text. What exactly did the text message say, sir? Hold on one second. Hold on one second, man. Let me get it back up here. It said, uh, on your ... it says, "On your job with Crown... oh, enroll on Crown. Crown Staffing. With Crown, you will be into the benefits within 30 days. Call big something to make changes before you... window closes." Okay. That's Crown Staffing. Crown Staffing. All right. So yeah, that, that's advising that as a new hire with Crown Staffing, they will automatically enroll you into a health insurance plan, um, and for the, uh, preventative care services for medical, uh, 30 days after your first check. They do this with all new hires. If you don't want that insurance policy, just let us know. We can access your file and opt you out of that. Oh. So, do I still got time on it? Uh, yeah. So it's, uh, within the first 30 days of your first check, um, is a- after, like, a- af- after that 30 days, they will automatically enroll you into that plan. Um, if you wish to opt out of it, you do have any time during that 30-day window to do so. However, we do advise that you do it sooner rather than later, as the later you do it, the more likely it is that they may go ahead and, and set up the enrollment. All right. And so what does that cover and how much is that? Uh, the plan they automatically enroll you into is a preventative care plan. It covers things like physicals, vaccines, cancer screenings and things like that. Um, but that's kind of all it covers. It's preventative only and it is \$15.62 deducted out of your paycheck every week. All right. All right. So for now, I'll just... I don't... I could do away for right now, right? I'm sorry? I could discontinue it for right now, right? Uh, yeah. If you wish to opt out, we can, we can opt you out. And then if you wish to re-enroll, uh, you have that 30-day window to do so. All right. Sounds good to me. Let's, let's do it that way then. Okay. Um, what's the last four of your Social so I can locate your file? 9397. And then your first and last name? First name is Daryl and the last name is Sapp. Thank you. Mr. Sapp, can you verify your address and your date of birth for me please? Um, date of birth is February the 20th of 1968. And my address is 2924 Ohio Avenue A, St. Louis, Missouri 63118. All right. Thank you. And then we have a phone number on file for you at 557-999-3385. Is that correct? Correct. All right. I've got you opted out of the automatic enrollment. You are good to go. Um, like I said, you've got 30 days from the date of your first check to make any final decisions. If you wish to enroll into anything, your deadline to do so is going to be January 10th. I see. Uh-huh.

## 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: Uh, we're just ... we're recorded. All of you guys gave me a call, or you guys gave me a text.

Speaker speaker\_1: Okay. We are a plan administrator for health insurance benefits for staffing companies. Do you work with a staffing company, sir?

Speaker speaker\_2: Uh, yes.

Speaker speaker\_1: Uh, what staffing company?

Speaker speaker\_2: Uh, American Staffing.

Speaker speaker\_1: American Staffing. Okay. Um, you said you received a text. What exactly did the text message say, sir?

Speaker speaker\_2: Hold on one second. Hold on one second, man. Let me get it back up here. It said, uh, on your ... it says, "On your job with Crown... oh, enroll on Crown. Crown Staffing. With Crown, you will be into the benefits within 30 days. Call big something to make changes before you... window closes."

Speaker speaker\_1: Okay.

Speaker speaker\_2: That's Crown Staffing. Crown Staffing.

Speaker speaker\_1: All right. So yeah, that, that's advising that as a new hire with Crown Staffing, they will automatically enroll you into a health insurance plan, um, and for the, uh, preventative care services for medical, uh, 30 days after your first check. They do this with all new hires. If you don't want that insurance policy, just let us know. We can access your file and opt you out of that.

Speaker speaker\_2: Oh. So, do I still got time on it?

Speaker speaker\_1: Uh, yeah. So it's, uh, within the first 30 days of your first check, um, is a- after, like, a- af- after that 30 days, they will automatically enroll you into that plan. Um, if you wish to opt out of it, you do have any time during that 30-day window to do so. However, we do advise that you do it sooner rather than later, as the later you do it, the more likely it is that they may go ahead and, and set up the enrollment.

Speaker speaker\_2: All right. And so what does that cover and how much is that?

Speaker speaker\_1: Uh, the plan they automatically enroll you into is a preventative care plan. It covers things like physicals, vaccines, cancer screenings and things like that. Um, but that's kind of all it covers. It's preventative only and it is \$15.62 deducted out of your paycheck every week.

Speaker speaker\_2: All right. All right. So for now, I'll just... I don't... I could do away for right now, right?

Speaker speaker\_1: I'm sorry?

Speaker speaker\_2: I could discontinue it for right now, right?

Speaker speaker\_1: Uh, yeah. If you wish to opt out, we can, we can opt you out. And then if you wish to re-enroll, uh, you have that 30-day window to do so.

Speaker speaker\_2: All right. Sounds good to me. Let's, let's do it that way then.

Speaker speaker\_1: Okay. Um, what's the last four of your Social so I can locate your file?

Speaker speaker\_2: 9397.

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

Speaker speaker\_2: First name is Daryl and the last name is Sapp.

Speaker speaker\_1: Thank you. Mr. Sapp, can you verify your address and your date of birth for me please?

Speaker speaker\_2: Um, date of birth is February the 20th of 1968. And my address is 2924 Ohio Avenue A, St. Louis, Missouri 63118.

Speaker speaker\_1: All right. Thank you. And then we have a phone number on file for you at 557-999-3385. Is that correct?

Speaker speaker\_2: Correct.

Speaker speaker\_1: All right. I've got you opted out of the automatic enrollment. You are good to go. Um, like I said, you've got 30 days from the date of your first check to make any final decisions. If you wish to enroll into anything, your deadline to do so is going to be January 10th.

Speaker speaker\_2: I see. Uh-huh.