

Transcript: Franchesca

Baez-4514848962035712-4522509975732224

Full Transcript

Thank you for calling Benefits My name is Jessica. How can I assist you today? Uh, yeah, this is Julie Johnson. I got a text about benefits going to be within 30 days, and to call. I didn't know which benefits I was supposed to be getting, for Crown Staffing. Okay. If their information was in it, it will be in regards to their health insurance that I offered. Were you looking for the list of the plans being offered currently? Oh, um, I didn't need the health insurance then. Is there a way to, like, opt out of that or- Let me see. Um, I'm on- Um, yes. We actually have to process a declamation for you. Crown Services does have auto enrollment. So let's look at your account. What are the last four of your Social? 6741. And the last name, please? Johnson. All right. Can you please verify your mailing address and date of birth for me, please? Um, the date of birth is 1/12/'75, and my mailing address, 6200 Wildwood Lane, Camarillo, Illinois, 62888. And best contact phone number, same as you're calling on today, 618-318-9845? That's correct. And I have your email down, jd0767570@gmail.com? Um, let's see, jd0762570@gmail.com. All right. Great, ma'am. Okay. So it looks like when your account was sent over to us, you were already opted out of auto enrollment, but the services weren't declined, um, so that could still cause it to process it. I'll go ahead and process declamation on my end so that we can ensure it doesn't, okay? Oh, okay. Well, was there anything else we can assist you with today? Oh, no. That's all, hon. Thank you. Thank you for calling today. So it was just the, uh, health- It was just the health insurance, then? Yes, ma'am. So anytime you have either our initials, BIC, or our phone number in there, it's health insurance related. Oh, okay. Yes, ma'am. All right. Well, thank you for calling again. You have a wonderful day. Thank you. You, too, have a great one.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits My name is Jessica. How can I assist you today?

Speaker speaker_1: Uh, yeah, this is Julie Johnson. I got a text about benefits going to be within 30 days, and to call. I didn't know which benefits I was supposed to be getting, for Crown Staffing.

Speaker speaker_0: Okay. If their information was in it, it will be in regards to their health insurance that I offered. Were you looking for the list of the plans being offered currently?

Speaker speaker_1: Oh, um, I didn't need the health insurance then. Is there a way to, like, opt out of that or-

Speaker speaker_0: Let me see.

Speaker speaker_1: Um, I'm on-

Speaker speaker_0: Um, yes. We actually have to process a declamation for you. Crown Services does have auto enrollment. So let's look at your account. What are the last four of your Social?

Speaker speaker_1: 6741.

Speaker speaker_0: And the last name, please?

Speaker speaker_1: Johnson.

Speaker speaker_0: All right. Can you please verify your mailing address and date of birth for me, please?

Speaker speaker_1: Um, the date of birth is 1/12/75, and my mailing address, 6200 Wildwood Lane, Camarillo, Illinois, 62888.

Speaker speaker_0: And best contact phone number, same as you're calling on today, 618-318-9845?

Speaker speaker_1: That's correct.

Speaker speaker_0: And I have your email down, jd0767570@gmail.com?

Speaker speaker_1: Um, let's see, jd0762570@gmail.com.

Speaker speaker_0: All right. Great, ma'am.

Speaker speaker_1: Okay.

Speaker speaker_0: So it looks like when your account was sent over to us, you were already opted out of auto enrollment, but the services weren't declined, um, so that could still cause it to process it. I'll go ahead and process declamation on my end so that we can ensure it doesn't, okay?

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Well, was there anything else we can assist you with today?

Speaker speaker_1: Oh, no. That's all, hon. Thank you.

Speaker speaker_0: Thank you for calling today.

Speaker speaker_1: So it was just the, uh, health- It was just the health insurance, then?

Speaker speaker_0: Yes, ma'am. So anytime you have either our initials, BIC, or our phone number in there, it's health insurance related.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: All right. Well, thank you for calling again. You have a wonderful day.

Speaker speaker_0: Thank you. You, too, have a great one.