

## **Transcript: Francesca**

**Baez-4550538280517632-4795607503814656**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling BenefitsNCAR. My name is Francesca. How can I assist you today? Yeah, I wanted to get the information. I just started working with Crown and I just wanna get some information on the benefit cost and, um, I know I'm in, I'm in open enrollment, so. Okay, what are the last four of your Social? 8648. And your last name, please? Scott. For security purposes, can you please verify your mailing address and date of birth? Uh, 2753 Gladstone Street, uh, Moraine, Ohio 45439. Date of birth is 9/19/76. We have a different address on file. Maybe it's your previous? 7329, um, Cold, Coldwater Court, Centerville, 45459. Yes, ma'am. Does she need me to change it to the other one? Yes. That was 2753 Gladstone Street, Moraine, Ohio 45439? It was Gladstone Street. G-L-A-D-S-O-N? G-L-A-D-S-S-T-O-N-E, Gladstone. And the zip code, I believe you got it right, it was 45439. All right, and then I have your phone number down as 937-903-8949. I mean, 48, sorry. Yes. And then I have email, first and last name, 919@gmail.com. Correct. Okay, so you've been... There we go. So your staffing company's currently offering medical for your ex-membership for prescriptions, dental, short-term disability, term life, which is basically their life insurance, critical illness, group accident, behavior health, which is virtual therapy only, and ID Expo, which is identity theft protection. So those are the current plans that are being offered. Which of them would you be interested in enrolling into? Well, is there any way you can set me up with a login? 'Cause I tried to log in to go through everything that way, but I couldn't get in. Um, I didn't have my per-... It asked, I needed my, uh, participant ID and I didn't have that. So unfortunately, we are not able to create the login for that website. It is something that you'll have to do on your own. Okay, can I get my participant ID number? That will be something the staffing company has to provide to you. If I'm not mistaken, that was your employee ID number, and we don't have access to that on our system unfortunately. Oh, 'cause I tried my employee number, but maybe I, maybe I put a zero in front of it, maybe I don't need it. Okay. Well, I'm gonna try online, um, 'cause I wanna be able to actually read the stuff and you explaining on the phone's not going to tell me anything. Um, but yeah, I'll, uh, but I know I'm in the system so I should be able to get myself set up. Okay. Okay. If you like, we can also offer you the secondary option of sending you the benefit guide. You do have all the way to January 11th to enroll. So in the event that you're having issues with online, you can review the benefit guide and give us a call back after you look it over. Yeah, if you could mail me that, that would be great. Of course. Bear with me one moment. Okay, so I'll send it from our office email, which is info@benefitsncar. It's gonna be titled Benefit Guide. Okay, perfect. All right. Was there anything else we can assist you with today? Nope, that's all. All right, I hope you have a wonderful rest of your day. Thank you for your time today. You too. Thank you. Bye-bye.

## Conversation Format

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

Speaker speaker\_1: Thank you for calling BenefitsNCAR. My name is Francesca. How can I assist you today?

Speaker speaker\_2: Yeah, I wanted to get the information. I just started working with Crown and I just wanna get some information on the benefit cost and, um, I know I'm in, I'm in open enrollment, so.

Speaker speaker\_1: Okay, what are the last four of your Social?

Speaker speaker\_2: 8648.

Speaker speaker\_1: And your last name, please?

Speaker speaker\_2: Scott.

Speaker speaker\_1: For security purposes, can you please verify your mailing address and date of birth?

Speaker speaker\_2: Uh, 2753 Gladstone Street, uh, Moraine, Ohio 45439. Date of birth is 9/19/76.

Speaker speaker\_1: We have a different address on file. Maybe it's your previous?

Speaker speaker\_2: 7329, um, Cold, Coldwater Court, Centerville, 45459.

Speaker speaker\_1: Yes, ma'am. Does she need me to change it to the other one?

Speaker speaker\_2: Yes.

Speaker speaker\_1: That was 2753 Gladstone Street, Moraine, Ohio 45439?

Speaker speaker\_2: It was Gladstone Street.

Speaker speaker\_1: G-L-A-D-S-O-N?

Speaker speaker\_2: G-L-A-D-S-S-T-O-N-E, Gladstone. And the zip code, I believe you got it right, it was 45439.

Speaker speaker\_1: All right, and then I have your phone number down as 937-903-8949. I mean, 48, sorry.

Speaker speaker\_2: Yes.

Speaker speaker\_1: And then I have email, first and last name, 919@gmail.com.

Speaker speaker\_2: Correct.

Speaker speaker\_1: Okay, so you've been... There we go. So your staffing company's currently offering medical for your ex-membership for prescriptions, dental, short-term disability, term life, which is basically their life insurance, critical illness, group accident,

behavior health, which is virtual therapy only, and ID Expo, which is identity theft protection. So those are the current plans that are being offered. Which of them would you be interested in enrolling into?

Speaker speaker\_2: Well, is there any way you can set me up with a login? 'Cause I tried to log in to go through everything that way, but I couldn't get in. Um, I didn't have my per-... It asked, I needed my, uh, participant ID and I didn't have that.

Speaker speaker\_1: So unfortunately, we are not able to create the login for that website. It is something that you'll have to do on your own.

Speaker speaker\_2: Okay, can I get my participant ID number?

Speaker speaker\_1: That will be something the staffing company has to provide to you. If I'm not mistaken, that was your employee ID number, and we don't have access to that on our system unfortunately.

Speaker speaker\_2: Oh, 'cause I tried my employee number, but maybe I, maybe I put a zero in front of it, maybe I don't need it. Okay. Well, I'm gonna try online, um, 'cause I wanna be able to actually read the stuff and you explaining on the phone's not going to tell me anything. Um, but yeah, I'll, uh, but I know I'm in the system so I should be able to get myself set up.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Okay.

Speaker speaker\_1: If you like, we can also offer you the secondary option of sending you the benefit guide. You do have all the way to January 11th to enroll. So in the event that you're having issues with online, you can review the benefit guide and give us a call back after you look it over.

Speaker speaker\_2: Yeah, if you could mail me that, that would be great.

Speaker speaker\_1: Of course. Bear with me one moment. Okay, so I'll send it from our office email, which is [info@benefitsncar.com](mailto:info@benefitsncar.com). It's gonna be titled Benefit Guide.

Speaker speaker\_2: Okay, perfect.

Speaker speaker\_1: All right. Was there anything else we can assist you with today?

Speaker speaker\_2: Nope, that's all.

Speaker speaker\_1: All right, I hope you have a wonderful rest of your day. Thank you for your time today.

Speaker speaker\_2: You too. Thank you. Bye-bye.