

Transcript: Francesca

Baez-4733928633057280-5572455868448768

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Uh, yes, um, uh, Brandon South. Yes, sir. What is the purpose of this call? How can we assist you today? Uh, I guess, uh, when I signed everything on my, uh, contract jo- on the job, um, I accidentally hit auto enroll in insurance. I kinda wanna opt out on that. What subcontracting company do you work with? Uh, Crown Staffing. What are the last four of your Social? 0614. And to make sure I'm in the correct account, can you please verify your mailing address and your date of birth? Uh, 2305 Prestige Ridge Apartment 45, uh, 49, uh, Union, Kentucky, 410... 41091 and then 8-1092. Thank you very much. We show that the best phone number to reach you is 219-765-3625? Yeah. And we have your email down as bwl_southpenn@gmail.com? Yeah. Sir, how are you seeing that deduction being titered on your pay stub? You said what? I'm sorry. Yes, sir. That deduction that you're calling in regards to, to cancel coverage, how is it reflecting in your paycheck? Um, that I don't know. I was asking if it was. No, sir. You don't have any enrollments at the moment or any active coverage. You're a rehire with Crown Services. Their company policy of auto enrollment will only take effect if you're a new hire, so you don't have to worry about it. Oh, okay. They said that I'm- I got insurance with them. That's why I called this number. I would suggest them showing you the deduction to see if they have another account administrator by handling those benefits. But you haven't had coverage with Crown Services since 2021 August. Okay. Um, and I'm not auto enrolled? No, sir. You're a rehire. Their auto en- system won't do auto enrollments on a rehire. You have to be new with the company itself. Okay, so- A rehire means that you have worked more than once for Crown Services. Right, I have. Mm-hmm. Okay. And they're giving me the wrong, wrong information, then, is what you're saying? It could just be that some of their staff are not well educated on the insurance and they have a third party, which is us, the account administrators, to handle it. Um, it could also be the second one, which I feel like that's the most common ones that we run into. Okay. Due to the fact that you were probably on orientation with another group, some of them were new hires, so they just give that information automatically to ensure that everybody's aware of that auto enrollment. Oh, okay. Yeah, they told me a month it would kick in or something. That's why they said to call here to cancel it. But if I don't have any coming, then that's it. Yeah, sir. 'Cause after 2021, you were already opted out already as well. You might still get text messages advising you to call when you start a new assignment with Crown Services, but their system itself won't be auto enrolling you into anything anymore. Okay. Yes, sir. Well, there anything else we can assist you with today? That's it. Well, I do hope you have a wonderful rest of your day and thank you for calling Benefits in a Car today. Okay. Thank you. Bye. 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 Benefits in a Car. My name is Francesca. How can I assist you today?

Speaker speaker_2: Uh, yes, um, uh, Brandon South.

Speaker speaker_1: Yes, sir. What is the purpose of this call? How can we assist you today?

Speaker speaker_2: Uh, I guess, uh, when I signed everything on my, uh, contract jo- on the job, um, I accidentally hit auto enroll in insurance. I kinda wanna opt out on that.

Speaker speaker_1: What subcontracting company do you work with?

Speaker speaker_2: Uh, Crown Staffing.

Speaker speaker_1: What are the last four of your Social?

Speaker speaker_2: 0614.

Speaker speaker_1: And to make sure I'm in the correct account, can you please verify your mailing address and your date of birth?

Speaker speaker_2: Uh, 2305 Prestige Ridge Apartment 45, uh, 49, uh, Union, Kentucky, 410... 41091 and then 8-1092.

Speaker speaker_1: Thank you very much. We show that the best phone number to reach you is 219-765-3625?

Speaker speaker_2: Yeah.

Speaker speaker_1: And we have your email down as bwl_southpenn@gmail.com?

Speaker speaker_2: Yeah.

Speaker speaker_1: Sir, how are you seeing that deduction being titered on your pay stub?

Speaker speaker_2: You said what? I'm sorry.

Speaker speaker_1: Yes, sir. That deduction that you're calling in regards to, to cancel coverage, how is it reflecting in your paycheck?

Speaker speaker_2: Um, that I don't know. I was asking if it was.

Speaker speaker_1: No, sir. You don't have any enrollments at the moment or any active coverage. You're a rehire with Crown Services. Their company policy of auto enrollment will only take effect if you're a new hire, so you don't have to worry about it.

Speaker speaker_2: Oh, okay. They said that I'm- I got insurance with them. That's why I called this number.

Speaker speaker_1: I would suggest them showing you the deduction to see if they have another account administrator by handling those benefits. But you haven't had coverage with Crown Services since 2021 August.

Speaker speaker_2: Okay. Um, and I'm not auto enrolled?

Speaker speaker_1: No, sir. You're a rehire. Their auto en- system won't do auto enrollments on a rehire. You have to be new with the company itself.

Speaker speaker_2: Okay, so-

Speaker speaker_1: A rehire means that you have worked more than once for Crown Services.

Speaker speaker_2: Right, I have.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Okay. And they're giving me the wrong, wrong information, then, is what you're saying?

Speaker speaker_1: It could just be that some of their staff are not well educated on the insurance and they have a third party, which is us, the account administrators, to handle it. Um, it could also be the second one, which I feel like that's the most common ones that we run into.

Speaker speaker_2: Okay.

Speaker speaker_1: Due to the fact that you were probably on orientation with another group, some of them were new hires, so they just give that information automatically to ensure that everybody's aware of that auto enrollment.

Speaker speaker_2: Oh, okay. Yeah, they told me a month it would kick in or something. That's why they said to call here to cancel it. But if I don't have any coming, then that's it.

Speaker speaker_1: Yeah, sir. 'Cause after 2021, you were already opted out already as well. You might still get text messages advising you to call when you start a new assignment with Crown Services, but their system itself won't be auto enrolling you into anything anymore.

Speaker speaker_2: Okay.

Speaker speaker_1: Yes, sir. Well, there anything else we can assist you with today?

Speaker speaker_2: That's it.

Speaker speaker_1: Well, I do hope you have a wonderful rest of your day and thank you for calling Benefits in a Car today.

Speaker speaker_2: Okay. Thank you. Bye.

Speaker speaker_1: Bye-bye.