

## Transcript: Francesca

**Baez-6534520591302656-6518165355839488**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits ■■■■. My name is Francesca. How can I assist you today? Yes, Francesca, uh, this is Javon. I work with Crown- Okay. ... and I was just wondering, I got a text message through your guys' name. I could opt in to full benefits? Yes, sir. Your staffing company is going through their company open enrollment period all the way to the 3rd of January next year. Does that necessarily mean I'm getting hired on or...? No, so what it means is that since your information is on their system as either a current employee or an old employee, the system automatically sends out the message. So basically, if you're currently working under an assignment with Crown Services, you're able to enroll into the healthcare they offer. Oh, okay. Neat. All right. I... Okay. So I... It doesn't necessarily mean I'm hired on. It just means that I'm getting full benefits. So you're able to get them. Yes, sir. So anytime, um, BIC, B-I-C, or Benefits ■■■■ information is related to any message you're getting is in regards to the health insurance. Anything that has to do with the specific jobs or hiring on in regards to an assignment is directly with Crown Services that you'll be res-... um, responded to in regards to. Okay. Okay. Gotcha. And so what do I need to do on my end as far as applying for that again? So if you do want to enroll into the benefits, we are able to process the enrollment with you over the phone today. Or just in general, like if you ever want to enroll into benefits, um, or think you might be eligible but say your company is not on company open enrollment period, you can give us a call and we can check if you're eligible as well. Okay. Uh, Francesca, is it okay if I call you guys later? Like, what's, what's your operating hours? Of course. We're gonna be open 8:00 AM to 8:00 PM Eastern Time, and that will run Monday through Friday. Okay, I'm definitely interested. I just wanna run some things by, uh, some... one of my people real quick and then I'll call you guys back. Of course. All right. Thank you. Thank you for calling in. I hope you have a wonderful rest of your day. You too.

### Conversation Format

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

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

Speaker speaker\_2: Yes, Francesca, uh, this is Javon. I work with Crown-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... and I was just wondering, I got a text message through your guys' name. I could opt in to full benefits?

Speaker speaker\_1: Yes, sir. Your staffing company is going through their company open enrollment period all the way to the 3rd of January next year.

Speaker speaker\_2: Does that necessarily mean I'm getting hired on or...?

Speaker speaker\_1: No, so what it means is that since your information is on their system as either a current employee or an old employee, the system automatically sends out the message. So basically, if you're currently working under an assignment with Crown Services, you're able to enroll into the healthcare they offer.

Speaker speaker\_2: Oh, okay. Neat. All right. I... Okay. So I... It doesn't necessarily mean I'm hired on. It just means that I'm getting full benefits.

Speaker speaker\_1: So you're able to get them. Yes, sir. So anytime, um, BIC, B-I-C, or Benefits ■■■ information is related to any message you're getting is in regards to the health insurance. Anything that has to do with the specific jobs or hiring on in regards to an assignment is directly with Crown Services that you'll be res-... um, responded to in regards to.

Speaker speaker\_2: Okay. Okay. Gotcha. And so what do I need to do on my end as far as applying for that again?

Speaker speaker\_1: So if you do want to enroll into the benefits, we are able to process the enrollment with you over the phone today. Or just in general, like if you ever want to enroll into benefits, um, or think you might be eligible but say your company is not on company open enrollment period, you can give us a call and we can check if you're eligible as well.

Speaker speaker\_2: Okay. Uh, Francesca, is it okay if I call you guys later? Like, what's, what's your operating hours?

Speaker speaker\_1: Of course. We're gonna be open 8:00 AM to 8:00 PM Eastern Time, and that will run Monday through Friday.

Speaker speaker\_2: Okay, I'm definitely interested. I just wanna run some things by, uh, some... one of my people real quick and then I'll call you guys back.

Speaker speaker\_1: Of course.

Speaker speaker\_2: All right. Thank you.

Speaker speaker\_1: Thank you for calling in. I hope you have a wonderful rest of your day.

Speaker speaker\_2: You too.