

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? What's going on is just... I had a missed call from this number. Um, was there a voicemail left by any chance? Uh, about this number, yes, sir, it was, but it was like about the benefits. I was, I was calling back just to see who... You know what I'm saying, like the benefits about what? Okay. You were wondering, uh, what benefits were offered through your employer? Y- right. Okay. Um, I can email you a copy of a benefit guide, if that would help. Right. That's why I'm saying, like it was about my job. I- I didn't know if it was about my job or it was just, you know, some- some random one, so... But, uh, I know I'm interested. I just nee- I- I needed to know, you know, who was calling from where, you know? Oh, totally understand. Um, yes. Like insurance wise. Yes, sir. Um, so we're Benefits in a Card. We're benefit administrators for your employer, uh, so we deal with their health insurance. Right. Okay. Um, so you probably received a text message regarding a personal open enrollment period, which is usually 30 days from your first paycheck, um, before... I do know that Crown, I think, is your employer, uh, before they auto-enroll. Right. Hello? I'm still here. Uh, I advised that, uh, Crown Services auto-enrolls their new hires into a medical plan usually 30 days after their first paycheck. Okay, how much that would be? Um, so whenever you received your first paycheck, 30 days from that date. Okay. Now, how much, like y'all take that weekly? Yes, sir. It's deducted weekly. Um, I believe it's \$15.80 per week. Okay then. That'll be no problem. And that's for me, right? Um, that's as far as the insurance wise? Right? Correct. It's for employee only. Okay. Okay. Um, well, is there anything else I could help you out with today? No, that was it. I know I wanted to get enrolled with that and do that, so I- I'm glad to call. Okay. Well, it'll- you'll be auto-enrolled after your- after 30 days after your first paycheck, okay? Okay. Awesome. Well, you have a wonderful day, all right? All right. Thank you. You're welcome. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: What's going on is just... I had a missed call from this number.

Speaker speaker_0: Um, was there a voicemail left by any chance?

Speaker speaker_1: Uh, about this number, yes, sir, it was, but it was like about the benefits. I was, I was calling back just to see who... You know what I'm saying, like the benefits about what?

Speaker speaker_0: Okay. You were wondering, uh, what benefits were offered through your employer?

Speaker speaker_1: Y- right.

Speaker speaker_0: Okay. Um, I can email you a copy of a benefit guide, if that would help.

Speaker speaker_1: Right. That's why I'm saying, like it was about my job. I- I didn't know if it was about my job or it was just, you know, some- some random one, so... But, uh, I know I'm interested. I just nee- I- I needed to know, you know, who was calling from where, you know?

Speaker speaker_0: Oh, totally understand. Um, yes.

Speaker speaker_1: Like insurance wise.

Speaker speaker_0: Yes, sir. Um, so we're Benefits in a Card. We're benefit administrators for your employer, uh, so we deal with their health insurance.

Speaker speaker_1: Right.

Speaker speaker_0: Okay. Um, so you probably received a text message regarding a personal open enrollment period, which is usually 30 days from your first paycheck, um, before... I do know that Crown, I think, is your employer, uh, before they auto-enroll.

Speaker speaker_1: Right. Hello?

Speaker speaker_0: I'm still here. Uh, I advised that, uh, Crown Services auto-enrolls their new hires into a medical plan usually 30 days after their first paycheck.

Speaker speaker_1: Okay, how much that would be?

Speaker speaker_0: Um, so whenever you received your first paycheck, 30 days from that date.

Speaker speaker_1: Okay. Now, how much, like y'all take that weekly?

Speaker speaker_0: Yes, sir. It's deducted weekly. Um, I believe it's \$15.80 per week.

Speaker speaker_1: Okay then. That'll be no problem. And that's for me, right? Um, that's as far as the insurance wise? Right?

Speaker speaker_0: Correct. It's for employee only.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Um, well, is there anything else I could help you out with today?

Speaker speaker_1: No, that was it. I know I wanted to get enrolled with that and do that, so I- I'm glad to call.

Speaker speaker_0: Okay. Well, it'll- you'll be auto-enrolled after your- after 30 days after your first paycheck, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Awesome. Well, you have a wonderful day, all right?

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: You're welcome. Bye-bye.