

## Transcript: Justin

**Mills-5847776051380224-5488322990620672**

### Full Transcript

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Um, good morning. Um, I am from, um, Crown ■. My name is Nikki Sullivan. Okay, so Crown Services, what's the last four of your social? It's, um, 3911. And for security purposes, can you verify your home address, including city, state and zip code, Nikki? Okay, um, the home address is 3320 Badstone Road in Louisville, Kauai, Apartment 41 and the zip code is, um, 40218. And confirm your date of birth. Um, 2-6-98. And a good telephone number I have is 502-572-7347. Yeah. And the email I have is nikki lauren sol 06 at gmail.com. Yeah. Okay. How can I help you today? Actually, they just tell me to call this number for benefits. Okay. So do you want to be enrolled in a health insurance? Yeah. Okay. What did you want to be enrolled into? What? What did you want to be enrolled into? Um, I want like, um, Medicaid. Okay, so medical. Anything else? Um, which service you have more? Like, like for the benefits? Um, so let's see. So Crown offers four medical plans. One of them just covers- Mm-hmm. ... preventative healthcare services at \$15.67. Two of 'em cover hospitals, doctors and medications ranging from \$17.07 to \$18.86. And then the last medical plan is the combination of both preventative plus hospital, doctor and medication coverage at \$42.76 a week. However, they do offer other things like, um, FreeRx which gives out free or discounted prescription coverage, dental, term life which is life insurance, short-term disability- Mm-hmm. ... vision, critical illness, group accident, and behavior health. Okay, I want the dental, vision and life insurance. Okay, so dental, vision and life insurance? Yeah, dental, vision and life insurance, yeah. Okay, as well as medical, correct? Uh-huh. Okay, so doing the VIP Standard which covers hospitals, doctors and medications, dental, term life which is the life insurance and vision all for employee only, correct? All for employee only, correct? So coverage for yourself? What? All for employee only, so coverage for yourself? Yeah, myself, yeah. Okay, so doing all of that would make your total deductions \$24.73 a week. Do you authorize Crown Services to make the deduction for you? Okay. Yeah. And, and who do you want to put down as the beneficiary for your term life? Okay. Who do you want to put down as the beneficiary for the term life? So say if something happens to you, who do you want the benefit going to? Oh, hold on. Let me ask someone else. Can you say it again? Hello? Yes. Who do you want to put down as the beneficiary for the term life? Hello? Hey. So who would she like to put down as the beneficiary for the term life? Oh, give me just one second. For, for Nikki on, on uh, people give the benefits, no? Okay. Do you want ■? Yes, yes. Yeah, Nikki put ■. Yeah, you can put, you can put Nick Sullivan too. Hello? I'm still here. And the relationship to Nick? Yeah, uh, father and brother. Brother. Yeah. Parents. Okay, so you can hand the phone back to Nikki. Okay, no problem. All right. So how the enrollment process works, it will take one to two weeks for the pending enrollment to go through. Then whenever you witness your first payroll deduction of the \$24.73 come off your paycheck, coverage begins the Monday we receive that deduction

from Crown Services. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Nikki, is there anything else I could assist you with today? Uh, in a few minutes. Okay. Well, thank you for calling Benefits on a Card and I hope you have a wonderful day, all right? Thank you. You're welcome. Bye-bye. Bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Um, good morning. Um, I am from, um, Crown ■. My name is Nikki Sullivan.

Speaker speaker\_0: Okay, so Crown Services, what's the last four of your social?

Speaker speaker\_1: It's, um, 3911.

Speaker speaker\_0: And for security purposes, can you verify your home address, including city, state and zip code, Nikki?

Speaker speaker\_1: Okay, um, the home address is 3320 Badstone Road in Louisville, Kauai, Apartment 41 and the zip code is, um, 40218.

Speaker speaker\_0: And confirm your date of birth.

Speaker speaker\_1: Um, 2-6-98.

Speaker speaker\_0: And a good telephone number I have is 502-572-7347.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: And the email I have is nikki lauren sol 06 at gmail.com.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. How can I help you today?

Speaker speaker\_1: Actually, they just tell me to call this number for benefits.

Speaker speaker\_0: Okay. So do you want to be enrolled in a health insurance?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. What did you want to be enrolled into?

Speaker speaker\_1: What?

Speaker speaker\_0: What did you want to be enrolled into?

Speaker speaker\_1: Um, I want like, um, Medicaid.

Speaker speaker\_0: Okay, so medical. Anything else?

Speaker speaker\_1: Um, which service you have more? Like, like for the benefits?

Speaker speaker\_0: Um, so let's see. So Crown offers four medical plans. One of them just covers-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... preventative healthcare services at \$15.67. Two of 'em cover hospitals, doctors and medications ranging from \$17.07 to \$18.86. And then the last medical plan is the combination of both preventative plus hospital, doctor and medication coverage at \$42.76 a week. However, they do offer other things like, um, FreeRx which gives out free or discounted prescription coverage, dental, term life which is life insurance, short-term disability-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... vision, critical illness, group accident, and behavior health.

Speaker speaker\_1: Okay, I want the dental, vision and life insurance.

Speaker speaker\_0: Okay, so dental, vision and life insurance?

Speaker speaker\_1: Yeah, dental, vision and life insurance, yeah.

Speaker speaker\_0: Okay, as well as medical, correct?

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: Okay, so doing the VIP Standard which covers hospitals, doctors and medications, dental, term life which is the life insurance and vision all for employee only, correct? All for employee only, correct? So coverage for yourself?

Speaker speaker\_1: What?

Speaker speaker\_0: All for employee only, so coverage for yourself?

Speaker speaker\_1: Yeah, myself, yeah.

Speaker speaker\_0: Okay, so doing all of that would make your total deductions \$24.73 a week. Do you authorize Crown Services to make the deduction for you?

Speaker speaker\_1: Okay. Yeah.

Speaker speaker\_0: And, and who do you want to put down as the beneficiary for your term life?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Who do you want to put down as the beneficiary for the term life? So say if something happens to you, who do you want the benefit going to?

Speaker speaker\_1: Oh, hold on. Let me ask someone else. Can you say it again? Hello?

Speaker speaker\_0: Yes. Who do you want to put down as the beneficiary for the term life?

Speaker speaker\_2: Hello?

Speaker speaker\_0: Hey. So who would she like to put down as the beneficiary for the term life?

Speaker speaker\_2: Oh, give me just one second. For, for Nikki on, on uh, people give the benefits, no?

Speaker speaker\_3: Okay. Do you want ■? Yes, yes.

Speaker speaker\_2: Yeah, Nikki put ■. Yeah, you can put, you can put Nick Sullivan too. Hello?

Speaker speaker\_0: I'm still here. And the relationship to Nick?

Speaker speaker\_2: Yeah, uh, father and brother.

Speaker speaker\_0: Brother.

Speaker speaker\_2: Yeah.

Speaker speaker\_0: Parents. Okay, so you can hand the phone back to Nikki.

Speaker speaker\_2: Okay, no problem. All right.

Speaker speaker\_0: So how the enrollment process works, it will take one to two weeks for the pending enrollment to go through. Then whenever you witness your first payroll deduction of the \$24.73 come off your paycheck, coverage begins the Monday we receive that deduction from Crown Services. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Nikki, is there anything else I could assist you with today?

Speaker speaker\_1: Uh, in a few minutes.

Speaker speaker\_0: Okay. Well, thank you for calling Benefits on a Card and I hope you have a wonderful day, all right?

Speaker speaker\_1: Thank you.

Speaker speaker\_0: You're welcome. Bye-bye.

Speaker speaker\_1: Bye.