

Transcript: Justin

Mills-6606252789940224-4734003396952064

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi. I'm a new employee with Crown Staffing, and I was calling to see if my information was in so I could set up my insurance. Okay, so Crown Services. What's the last four of your Social? 2423. ... 423. And your first and last name? Martha Soto. Martha Soto. Okay. So I'm not seeing your file in our system just yet. However, I can create you a file if need be. That would be great. Okay. So let's see here. So in order for me to do that, I need your full Social. Okay. It's 310-78-2423. You said Martha Soto? Mm-hmm. Okay. That's correct. And your home a- and your home address, including city, state, and ZIP code. 123 Meadow Lane, North Vernon, Indiana 47265. ... 265. And your date of birth? 5/13/69. And a good telephone number have a 317-560-9255. Correct. And do you have a good email by any chance? MarthaSoto40@Yahoo. 40@Yahoo. Okay. Now, were you given a benefit guide through Crown Services or no? I, I do have it and I don't know which plan it is. It says employee plus spouse for 71.92. That's what I want. Okay, so the MEC Enhanced? Yes. Okay, so just medical. Anything else? Nope, that's it. Okay, so doing medical for employee plus spouse would make your total deduction \$71.92 per week. Do you authorize Crown Services to make that deduction for you? I do. Okay. So I'm gonna go ahead and save that. And what's your spouse's first name? Antonio. And do you have his Social by any chance? I do. 585-81-9870. And his date of birth? 3/16/85. 65, okay. So let's see here. Okay. Um, so I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness that first payroll deduction of the \$71.92 come off your paycheck, coverage begins the Monday we receive that deduction from Crown Services. Seven to ten business days later, you'll receive all of your policy and ID card information in the mail. But other than that, Martha, is there anything else I could help you out with today? No, that's it. Thank you very much. You're welcome. You have a great day, okay? You too. Bye-bye. All right. 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 Card. This is Justin. How can I help you today?

Speaker speaker_2: Hi. I'm a new employee with Crown Staffing, and I was calling to see if my information was in so I could set up my insurance.

Speaker speaker_1: Okay, so Crown Services. What's the last four of your Social?

Speaker speaker_2: 2423.

Speaker speaker_1: ... 423. And your first and last name?

Speaker speaker_2: Martha Soto.

Speaker speaker_1: Martha Soto. Okay. So I'm not seeing your file in our system just yet. However, I can create you a file if need be.

Speaker speaker_2: That would be great.

Speaker speaker_1: Okay. So let's see here. So in order for me to do that, I need your full Social.

Speaker speaker_2: Okay. It's 310-78-2423.

Speaker speaker_1: You said Martha Soto?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay.

Speaker speaker_2: That's correct.

Speaker speaker_1: And your home a- and your home address, including city, state, and ZIP code.

Speaker speaker_2: 123 Meadow Lane, North Vernon, Indiana 47265.

Speaker speaker_1: ... 265. And your date of birth?

Speaker speaker_2: 5/13/'69.

Speaker speaker_1: And a good telephone number have a 317-560-9255.

Speaker speaker_2: Correct.

Speaker speaker_1: And do you have a good email by any chance?

Speaker speaker_2: MarthaSoto40@Yahoo.

Speaker speaker_1: 40@Yahoo. Okay. Now, were you given a benefit guide through Crown Services or no?

Speaker speaker_2: I, I do have it and I don't know which plan it is. It says employee plus spouse for 71.92. That's what I want.

Speaker speaker_1: Okay, so the MEC Enhanced?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so just medical. Anything else?

Speaker speaker_2: Nope, that's it.

Speaker speaker_1: Okay, so doing medical for employee plus spouse would make your total deduction \$71.92 per week. Do you authorize Crown Services to make that deduction for you?

Speaker speaker_2: I do.

Speaker speaker_1: Okay. So I'm gonna go ahead and save that. And what's your spouse's first name?

Speaker speaker_2: Antonio.

Speaker speaker_1: And do you have his Social by any chance?

Speaker speaker_2: I do. 585-81-9870.

Speaker speaker_1: And his date of birth?

Speaker speaker_2: 3/16/85.

Speaker speaker_1: 65, okay. So let's see here. Okay. Um, so I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness that first payroll deduction of the \$71.92 come off your paycheck, coverage begins the Monday we receive that deduction from Crown Services. Seven to ten business days later, you'll receive all of your policy and ID card information in the mail. But other than that, Martha, is there anything else I could help you out with today?

Speaker speaker_2: No, that's it. Thank you very much.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: All right. Bye-bye.