

Transcript: Justin

Mills-6741926308954112-5300229838422016

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey. How are you doing? Uh, my name is Dulesne and uh, I received a message from this phone number. I was just calling back to see what it was. Yeah. Do you mind reading out the text message for me please? Uh, it was... The message said, uh, "Choose your benefits today or go a year without a coverage EO." I mean, uh, "OE ends," uh, "on the first of..." Uh, "First of, um, 25th, 2025." Yeah. Um, so that text message you received was from your employer letting you know that you were eligible or letting you know that their- their company open enrollment period up until January 1st. Um, so you had the option to enroll, cancel benefits or change benefits offered through them, like medical, dental, vision insurance. So, like I said, it was just a courtesy reminder from them. Uh, so, I mean, I don't- I don't remember signing in to this coverage benefit, so like I don't know what it's about. Okay. Well, I do know that Crown Services usually automatically enrolls their new hires into a medical plan, usually 30 days after their first paycheck. But the text message you received- Oh. ... was letting you know that their and their company open enrollment period. So you're allowed to make changes, cancel benefits or add whatever if you wanted to. So that's that Crown Staff and the benefits, whatever? Cor- Correct. Oh, okay. Nevermind. I thought it was like, uh, different things. Appreciate that. No worries. You have a great day, okay? You too. Okay. 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 and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hey. How are you doing? Uh, my name is Dulesne and uh, I received a message from this phone number. I was just calling back to see what it was.

Speaker speaker_1: Yeah. Do you mind reading out the text message for me please?

Speaker speaker_2: Uh, it was... The message said, uh, "Choose your benefits today or go a year without a coverage EO." I mean, uh, "OE ends," uh, "on the first of..." Uh, "First of, um, 25th, 2025."

Speaker speaker_1: Yeah. Um, so that text message you received was from your employer letting you know that you were eligible or letting you know that their- their company open

enrollment period up until January 1st. Um, so you had the option to enroll, cancel benefits or change benefits offered through them, like medical, dental, vision insurance. So, like I said, it was just a courtesy reminder from them.

Speaker speaker_2: Uh, so, I mean, I don't- I don't remember signing in to this coverage benefit, so like I don't know what it's about.

Speaker speaker_1: Okay. Well, I do know that Crown Services usually automatically enrolls their new hires into a medical plan, usually 30 days after their first paycheck. But the text message you received-

Speaker speaker_2: Oh.

Speaker speaker_1: ... was letting you know that their and their company open enrollment period. So you're allowed to make changes, cancel benefits or add whatever if you wanted to.

Speaker speaker_2: So that's that Crown Staff and the benefits, whatever?

Speaker speaker_1: Cor- Correct.

Speaker speaker_2: Oh, okay. Nevermind. I thought it was like, uh, different things. Appreciate that.

Speaker speaker_1: No worries. You have a great day, okay?

Speaker speaker_2: You too. Okay.

Speaker speaker_1: All right. Bye-bye.