

Transcript: Malcolm

Nash-6520080146317312-6159158710059008

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the ... This is Malcolm. How can I help you? Yes, I was calling because I just got a text from this. I don't know what this is say- what this means. It says, "Congratulations on your job with Crown. You will be sent into benefits within 30 days. Call." I don't know. Is this just about a card? So that's a automatic text received from Crown, congratulating you on getting the job and letting you know that you have 30 days to either get enrolled or decline the coverage or you'll be auto-enrolled into the plan they have to offer. Do I need to call Crown and see what kind of jobs that are open? So I wouldn't be able to, I wouldn't know any information about the jobs they have available. This is for the health insurance offer through Crown. Oh, okay. And so do you want to decline the coverage or you wanted, you just wanted the information? No, I was just wanting the information, but I'm fine. Thank you. No problem, ma'am. Was there anything else I could help you with today? No, that's all. All right. Well, thanks for calling Benefits in the ... I hope you have a great rest of your week. You too. Thank you. Bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thanks for calling Benefits in the ... This is Malcolm. How can I help you?

Speaker speaker_2: Yes, I was calling because I just got a text from this. I don't know what this is say- what this means. It says, "Congratulations on your job with Crown. You will be sent into benefits within 30 days. Call." I don't know. Is this just about a card?

Speaker speaker_1: So that's a automatic text received from Crown, congratulating you on getting the job and letting you know that you have 30 days to either get enrolled or decline the coverage or you'll be auto-enrolled into the plan they have to offer.

Speaker speaker_2: Do I need to call Crown and see what kind of jobs that are open?

Speaker speaker_1: So I wouldn't be able to, I wouldn't know any information about the jobs they have available. This is for the health insurance offer through Crown.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: And so do you want to decline the coverage or you wanted, you just wanted the information?

Speaker speaker_2: No, I was just wanting the information, but I'm fine. Thank you.

Speaker speaker_1: No problem, ma'am. Was there anything else I could help you with today?

Speaker speaker_2: No, that's all.

Speaker speaker_1: All right. Well, thanks for calling Benefits in the ... I hope you have a great rest of your week.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you.

Speaker speaker_2: Bye.

Speaker speaker_1: Bye.