

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Hi. I was, uh, checking to see, uh, if I have short-term disability on my benefits? Who do you work for, ma'am? Crown Staffing. Can I have the last four digits of your Social? 2576. 2576? Yes. Your first and last name, ma'am? Tierney Hagler. Ms. Hagler, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. Okay. 2152 Court Temple Boulevard, Unit M2. Uh, my date of birth is May 3rd, 1999. Um, and where is your address located, ma'am? I just want to ver- verify ... Clarksville, Clarksville, Tennessee. Clarksville, Tennessee? 37042. Thank you. We have a telephone number of 5919-895-9015, and your email is your first name last name@yahoo.com? Yes. Okay. So, we haven't received any enrollment for you yet, um, from Crown. Did you fill out the form? Yeah. It... I just got the... it says, "Congrats on your job with Crown. You'll be opted into benefit." Um... Okay. So that happens right after your first paycheck. And, um, usually takes about three weeks for them to kick in. And it's only to a preventive care plan. It doesn't include no dental, vision or short-term disability. Those are options that you need to add if you would like to. Uh, how do I add it? Okay. We could go ahead and enroll you now. Um, so you want the preventive care that they enroll you automatically, uh, add in- I mean, I don't know. I chose to enroll in the stuff, so... Okay. Do you want to add the short-term disability? Yes, and long-term? They don't have long-term. It's only short-term disability. Oh, okay. So, you have into the 11th of, uh, April if you want to make changes. Um, and then you can cancel at any time. So I... the premium weekly will be \$19.49 per paycheck. Yeah, that's... I believe that's what I'm already on. That's what... that includes the short-term disability? Yes. And then they - Okay. How do... Do you know how I would look it up? Okay. So you have to go, um... I'm gonna... let me give you... hold on. Okay. Let me finish the enrollment, and I'm going to email you a benefit guide. So there you're gonna be able to see all the information, and you're gonna find the link where you could re- create your file, um, your profile, and be able to see your information on the website. Let's see. So the benefits will start the following Monday after we receive the first premium from your employer. Then your ID card will be authorized generally in the system, and it will be mailed out to you within seven to 10 days after. Um- So, my benefits haven't started yet? No, ma'am. I'm enrolling you now because we haven't received anything yet from, um, Crown, because the auto-enrollment happens, um, after you receive your first check. Yeah. I already received it. So I don't know why they didn't... Yeah, but it takes about two to three weeks for the benefits to kick in. It doesn't automatically start when you get auto-enrolled. Okay. Do you want to continue with enrollment? Yes. Yeah, yeah, yeah. All right. So, the email that I'm sending you will come in from info@benefitsinacard. Check your spam and junk mail. It might go there. Like, if... like I said, you still have, um, until the 11th of, of April to make changes if you would like. Okay. Thank

you. All right. Thank you for giving us a call. Have a great rest of the day. All right.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi. I was, uh, checking to see, uh, if I have short-term disability on my benefits?

Speaker speaker_0: Who do you work for, ma'am?

Speaker speaker_1: Crown Staffing.

Speaker speaker_0: Can I have the last four digits of your Social?

Speaker speaker_1: 2576.

Speaker speaker_0: 2576?

Speaker speaker_1: Yes.

Speaker speaker_0: Your first and last name, ma'am?

Speaker speaker_1: Tierney Hagler.

Speaker speaker_0: Ms. Hagler, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_1: Okay. 2152 Court Temple Boulevard, Unit M2. Uh, my date of birth is May 3rd, 1999.

Speaker speaker_0: Um, and where is your address located, ma'am? I just want to ver- verify ...

Speaker speaker_1: Clarksville, Clarksville, Tennessee.

Speaker speaker_0: Clarksville, Tennessee?

Speaker speaker_1: 37042.

Speaker speaker_0: Thank you. We have a telephone number of 5919-895-9015, and your email is your first name last name@yahoo.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So, we haven't received any enrollment for you yet, um, from Crown. Did you fill out the form?

Speaker speaker_1: Yeah. It... I just got the... it says, "Congrats on your job with Crown. You'll be opted into benefit." Um...

Speaker speaker_0: Okay. So that happens right after your first paycheck. And, um, usually takes about three weeks for them to kick in. And it's only to a preventive care plan. It doesn't include no dental, vision or short-term disability. Those are options that you need to add if you would like to.

Speaker speaker_1: Uh, how do I add it?

Speaker speaker_0: Okay. We could go ahead and enroll you now. Um, so you want the preventive care that they enroll you automatically, uh, add in-

Speaker speaker_1: I mean, I don't know. I chose to enroll in the stuff, so...

Speaker speaker_0: Okay. Do you want to add the short-term disability?

Speaker speaker_1: Yes, and long-term?

Speaker speaker_0: They don't have long-term. It's only short-term disability.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: So, you have into the 11th of, uh, April if you want to make changes. Um, and then you can cancel at any time. So I... the premium weekly will be \$19.49 per paycheck.

Speaker speaker_1: Yeah, that's... I believe that's what I'm already on. That's what... that includes the short-term disability?

Speaker speaker_0: Yes. And then they -

Speaker speaker_1: Okay. How do... Do you know how I would look it up?

Speaker speaker_0: Okay. So you have to go, um... I'm gonna... let me give you... hold on.

Speaker speaker_1: Okay.

Speaker speaker_0: Let me finish the enrollment, and I'm going to email you a benefit guide. So there you're gonna be able to see all the information, and you're gonna find the link where you could re- create your file, um, your profile, and be able to see your information on the website. Let's see. So the benefits will start the following Monday after we receive the first premium from your employer. Then your ID card will be authorized generally in the system, and it will be mailed out to you within seven to 10 days after. Um-

Speaker speaker_1: So, my benefits haven't started yet?

Speaker speaker_0: No, ma'am. I'm enrolling you now because we haven't received anything yet from, um, Crown, because the auto-enrollment happens, um, after you receive your first check.

Speaker speaker_1: Yeah. I already received it. So I don't know why they didn't...

Speaker speaker_0: Yeah, but it takes about two to three weeks for the benefits to kick in. It doesn't automatically start when you get auto-enrolled.

Speaker speaker_1: Okay.

Speaker speaker_0: Do you want to continue with enrollment?

Speaker speaker_1: Yes. Yeah, yeah, yeah.

Speaker speaker_0: All right. So, the email that I'm sending you will come in from info@benefitsinacard. Check your spam and junk mail. It might go there. Like, if... like I said, you still have, um, until the 11th of, of April to make changes if you would like.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: All right.