

## **Transcript: Pamela**

**Blanc-5016726986506240-6194750616453120**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. This is Pamela speaking, how may I help you? Hello? Thank you for calling Benefits in a Car, this is Pamela. How may I help you? Can you hear me? Yes, um... Um, he got a, a mi- she got a message o- from, um, Crown, because she start working for Crown. Okay. So Crown, it's, um, it's about the medical, the health insurance. Yes. And so they're letting her know that she could enroll in the benefits or decline, 'cause Crown will auto-enroll her in the benefit. Oh, it's not gonna enroll her? If she don't decline. She doesn't think this is decline? She works for Clown, for Crown, right? The wife. Now, Crown is sending her her a message, letting her know- Yeah. ... that she could enroll in the benefit or decline the auto-enrollment. Okay, but h- is she gonna be, uh, apply by calling, or online? What would she like to do? She wants to apply, she could do it over the phone, or she could go online. Um, I think you can, she can do it on there, but you need all the information to go online. So she needs to go to mybic/crown. Okay. Oh, mybic-crown? Yes. They not gonna ask her to log? To create an account She will, she will have to create, she needs to create her profile, and then she will follow the prompts after that. And it's, they're not gonna ask her any code, anything, to... No. She needs to create the file. Okay. Um, if he need a pay stub, he can have it on it too, or not? No. It's only for the medical plan. Oh, okay. If he, if she need it, how we can have it? If she wants to what? A pay stub. She needs to call Crown for that. We don't have that information, sir. Okay. No problem. All right. Um, he was the Crown on, I think Elizabethtown? He got one on 60, on Louisville. He can go on it, i- is that the same thing, or he need to go all the way- I have no idea. ... back there? We don't have, no idea- Oh, you are only. Okay. ... we are only for medical benefits, sir. Yes. Okay, okay. Thank you, I'm so... No problem. Thank you for giving us a call today. Have a great rest of the day. Thank you, you too. 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 Car. This is Pamela speaking, how may I help you? Hello? Thank you for calling Benefits in a Car, this is Pamela. How may I help you? Can you hear me?

Speaker speaker\_2: Yes, um... Um, he got a, a mi- she got a message o- from, um, Crown, because she start working for Crown.

Speaker speaker\_1: Okay. So Crown, it's, um, it's about the medical, the health insurance.

Speaker speaker\_2: Yes.

Speaker speaker\_1: And so they're letting her know that she could enroll in the benefits or decline, 'cause Crown will auto-enroll her in the benefit.

Speaker speaker\_2: Oh, it's not gonna enroll her?

Speaker speaker\_1: If she don't decline.

Speaker speaker\_2: She doesn't think this is decline?

Speaker speaker\_1: She works for Clown, for Crown, right?

Speaker speaker\_2: The wife.

Speaker speaker\_1: Now, Crown is sending her her a message, letting her know-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... that she could enroll in the benefit or decline the auto-enrollment.

Speaker speaker\_2: Okay, but h- is she gonna be, uh, apply by calling, or online?

Speaker speaker\_1: What would she like to do? She wants to apply, she could do it over the phone, or she could go online.

Speaker speaker\_2: Um, I think you can, she can do it on there, but you need all the information to go online.

Speaker speaker\_1: So she needs to go to mybic/crown.

Speaker speaker\_2: Okay. Oh, mybic-crown?

Speaker speaker\_1: Yes.

Speaker speaker\_2: They not gonna ask her to log? To create an account

Speaker speaker\_1: She will, she will have to create, she needs to create her profile, and then she will follow the prompts after that.

Speaker speaker\_2: And it's, they're not gonna ask her any code, anything, to...

Speaker speaker\_1: No. She needs to create the file.

Speaker speaker\_2: Okay. Um, if he need a pay stub, he can have it on it too, or not?

Speaker speaker\_1: No. It's only for the medical plan.

Speaker speaker\_2: Oh, okay. If he, if she need it, how we can have it?

Speaker speaker\_1: If she wants to what?

Speaker speaker\_2: A pay stub.

Speaker speaker\_1: She needs to call Crown for that. We don't have that information, sir.

Speaker speaker\_2: Okay.

Speaker speaker\_1: No problem.

Speaker speaker\_2: All right. Um, he was the Crown on, I think Elizabethtown? He got one on 60, on Louisville. He can go on it, i- is that the same thing, or he need to go all the way-

Speaker speaker\_1: I have no idea.

Speaker speaker\_2: ... back there?

Speaker speaker\_1: We don't have, no idea-

Speaker speaker\_2: Oh, you are only. Okay.

Speaker speaker\_1: ... we are only for medical benefits, sir. Yes.

Speaker speaker\_2: Okay, okay. Thank you, I'm so...

Speaker speaker\_1: No problem. Thank you for giving us a call today. Have a great rest of the day.

Speaker speaker\_2: Thank you, you too.

Speaker speaker\_1: Bye.