

Transcript: Pamela

Blanc-5682356526039040-6529836251660288

Full Transcript

Thank you for calling Benefits and Accord. This is Pamela speaking. Yes. Um, I'm just calling because I got a message say, "Congrats on your job with Crown. You will be obtaining to benefits within 30 days." So I'm trying to figure out what this is. We are the administrator for, for the health insurance for the, for Crown. They're letting you know that you can enroll in the benefits or decline it due to the auto enrollment that they do. But I did already decline benefits. So why am I receiving that message? Because they go out automatically, ma'am, but if you de- declined them, you don't have to worry about it. Okay. All right? All right. Thank you for giving us a call.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Accord. This is Pamela speaking.

Speaker speaker_1: Yes. Um, I'm just calling because I got a message say, "Congrats on your job with Crown. You will be obtaining to benefits within 30 days." So I'm trying to figure out what this is.

Speaker speaker_0: We are the administrator for, for the health insurance for the, for Crown. They're letting you know that you can enroll in the benefits or decline it due to the auto enrollment that they do.

Speaker speaker_1: But I did already decline benefits. So why am I receiving that message?

Speaker speaker_0: Because they go out automatically, ma'am, but if you de- declined them, you don't have to worry about it.

Speaker speaker_1: Okay.

Speaker speaker_0: All right?

Speaker speaker_1: All right.

Speaker speaker_0: Thank you for giving us a call.