

## **Transcript: Pamela**

**Blanc-6400918649880576-5832622804353024**

### **Full Transcript**

Thank you for calling Benefits in the ... to, of course. This is Pamela speaking. How may I help you? Oh, yeah, my name's Paul McCoy. I recently, uh, started working through Crown Services and, um, I signed up for the health insurance. I'm wondering, uh, what I, how, what plan I, I chose 'cause I thought I chose the \$50 a week one. And also, uh, how can I, can access mine and my wife's cards and to make sure I'm signed up. Okay. So you, you said North? Crown. The name was, that's Crown? Oh, I'm sorry. I work for Crown. May I have the last three digits- Pardon? ... of your Social? 6176. Your first and last name, sir? Paul McCoy. Mr. McCoy, for security reasons just to make sure we are in the correct file, can we please verify your complete address and date of birth? My date of birth is 10-24-63. Uh, my address is, uh, 6238 Highway 161, Springfield, Tennessee 37172. Thank you for the information. We have a telephone number on file 440-813-6119 and your email is sm...

pemc9671@yahoo.com? Yes, that's all correct. So we have not received yet your enrollment form from Crown. Um, if you remember what you wanted to enroll to, I could go ahead and enroll you now. But we haven't received it yet from them. Yeah, I want the, uh, what do you call it? The VIP Classic. For you and your spouse? Yes. Just, just me and my spouse, that's it. Okay. And that's all you wanted enrolled to in the VIP Classic? Is there a dental and, and, uh, eye? Yeah, they got dental and vision. How much is the dental and vision? Dental is \$6.79 for both of you, and the vision is \$4.35, and for both of you- Yeah, I'll take- ... as well. I'll take, I'll take all of that. Okay. So VIP Classic dental, vision, it will be \$47.93 for pay check. Okay. Okay. So the benefits will start the following Monday after we receive the first premium from your employer. Then the ID card will be authorized to generate in the system and it will be mailed out to you within seven to 10 days. Okay. Now I'm going to need your spouse first name. Joanna, J-O-A-N-N-A. Same last name, sir? McCoy, same as mine. By any chance you have her Social? Honey, what's your Social? 291. 291. 68. 68. 50. 50. 51. 51. All right. And what's the date of birth? March 15th, January 15th- 16. ... 1963. Okay. So January 15th '63. All right, so we have everything set. Is there anything else I could do for you, sir? No, you've been very helpful. Thank you very much. All right. Thank you for giving us a call. Have a great rest of the day, sir. You too.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in the ... to, of course. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Oh, yeah, my name's Paul McCoy. I recently, uh, started working through Crown Services and, um, I signed up for the health insurance. I'm wondering, uh, what I, how, what plan I, I chose 'cause I thought I chose the \$50 a week one. And also, uh, how can I, can access mine and my wife's cards and to make sure I'm signed up.

Speaker speaker\_0: Okay. So you, you said North?

Speaker speaker\_1: Crown.

Speaker speaker\_0: The name was, that's Crown? Oh, I'm sorry.

Speaker speaker\_1: I work for Crown.

Speaker speaker\_0: May I have the last three digits-

Speaker speaker\_1: Pardon?

Speaker speaker\_0: ... of your Social?

Speaker speaker\_1: 6176.

Speaker speaker\_0: Your first and last name, sir?

Speaker speaker\_1: Paul McCoy.

Speaker speaker\_0: Mr. McCoy, for security reasons just to make sure we are in the correct file, can we please verify your complete address and date of birth?

Speaker speaker\_1: My date of birth is 10-24-63. Uh, my address is, uh, 6238 Highway 161, Springfield, Tennessee 37172.

Speaker speaker\_0: Thank you for the information. We have a telephone number on file 440-813-6119 and your email is sm... pemc9671@yahoo.com?

Speaker speaker\_1: Yes, that's all correct.

Speaker speaker\_0: So we have not received yet your enrollment form from Crown. Um, if you remember what you wanted to enroll to, I could go ahead and enroll you now. But we haven't received it yet from them.

Speaker speaker\_1: Yeah, I want the, uh, what do you call it? The VIP Classic.

Speaker speaker\_0: For you and your spouse?

Speaker speaker\_1: Yes. Just, just me and my spouse, that's it.

Speaker speaker\_0: Okay. And that's all you wanted enrolled to in the VIP Classic?

Speaker speaker\_1: Is there a dental and, and, uh, eye?

Speaker speaker\_0: Yeah, they got dental and vision.

Speaker speaker\_1: How much is the dental and vision?

Speaker speaker\_0: Dental is \$6.79 for both of you, and the vision is \$4.35, and for both of you-

Speaker speaker\_1: Yeah, I'll take-

Speaker speaker\_0: ... as well.

Speaker speaker\_1: I'll take, I'll take all of that.

Speaker speaker\_0: Okay. So VIP Classic dental, vision, it will be \$47.93 for pay check.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. So the benefits will start the following Monday after we receive the first premium from your employer. Then the ID card will be authorized to generate in the system and it will be mailed out to you within seven to 10 days.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Now I'm going to need your spouse first name.

Speaker speaker\_1: Joanna, J-O-A-N-N-A.

Speaker speaker\_0: Same last name, sir?

Speaker speaker\_1: McCoy, same as mine.

Speaker speaker\_0: By any chance you have her Social?

Speaker speaker\_1: Honey, what's your Social?

Speaker speaker\_2: 291.

Speaker speaker\_1: 291.

Speaker speaker\_2: 68.

Speaker speaker\_1: 68.

Speaker speaker\_2: 50.

Speaker speaker\_1: 50.

Speaker speaker\_2: 51.

Speaker speaker\_1: 51.

Speaker speaker\_0: All right. And what's the date of birth?

Speaker speaker\_1: March 15th, January 15th-

Speaker speaker\_2: 16.

Speaker speaker\_1: ... 1963.

Speaker speaker\_0: Okay.

Speaker speaker\_1: So January 15th '63.

Speaker speaker\_0: All right, so we have everything set. Is there anything else I could do for you, sir?

Speaker speaker\_1: No, you've been very helpful. Thank you very much.

Speaker speaker\_0: All right. Thank you for giving us a call. Have a great rest of the day, sir.

Speaker speaker\_1: You too.