

## **Transcript: Pamela**

**Blanc-6602658508390400-5973132451463168**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Uh, yes, my name is Harold Scott and I just got a text from my temp service to this, for this number and it's talking about, something about benefits. Okay. So we are the administrator for the health insurance for staffing agency. Okay. Um, we're letting you know that you're currently enrolled in the benefits, so declined. What is the name of the staffing agency you work for? Uh, Crown. Yeah, Crown will, um, auto-enroll you if you don't have health, own the health benefit. Okay, so how do I go about getting this taken care of? How do I do this? Okay. Um, I could help you. Um, may I have the last four digits of your Social so I could pull up your file? 7546. 7-5-4-6. And your first and last name, sir? Harold. Harold, is your last name? Harold. Harold. H-A-R-O-L-D. Okay. And the first name? My first name is Harold. My last name is Scott. H-A-R-O-L-D Scott, S-C-O-T-T. So for security reasons and to make sure we are in the correct file, can you please ver- verify your home address and date of birth, Mr. Scott? Okay. My home address is 6420 Elm Avenue, Raytown, Missouri. And you said my telephone number? Date of birth. Oh, what is it? Oh, 7-5-67. Thank you for the information. We have a phone number on file, 816-935-8826 and- Yes. ... your email is H, Papa, Scott@Gmail.com? Yep. Yep. All right. I'll proceed to decline the auto enrollment. Is there anything else I could do for you? No, I don't want to... No, I don't want to decline, ma'am. I want to enroll. Okay. So the, um... Have you seen the benefit guide? Do you know which plan you want to enroll to? No, I didn't even know they had benefits. So do I need to- Okay. May- maybe I need to go out there or call out there first and see- No, I mean, I misunderstood you at the beginning- Oh. ... of the call. No, no, no, no, no. I don't want to decline. No, I want benefits. No problem. It's okay. Well, um, let me see, when is your deadline? So it's 11/25. You still have until December 20th to enroll. Would you like me to email you the benefit guide so you can see all the plans that they offer and the cost? Yes, ma'am, that'd be, yes, that'd be nice, ma'am. Okay. All right. And I'm sorry about the confusion at the beginning. Oh, no, ma'am. That's, that's all right. That's all right, ma'am. Things happen, ma'am. All right. So I will email you the benefit guide. Okay. If you have any questions when, um, when you receive it, you could give us a call. We're here from 8:00 AM to 8:00 PM Eastern Time, Monday through Friday. Okay. We will be closed for the holiday, though. Okay. And you do have until the 20th of December to enroll. Okay. Now- All right. Um, just to give you a little bit of insight, uh, these benefits are not like major insurance. They already have a set amount that they're going to pay. Anything above that amount will be your responsibility. On the benefit guide, the amount that you will be seeing under each plan is the amount that the insurance gonna cover. So... Okay, so this is... These are not- This is not like- ... major insurance, no. Okay. Okay. But I guess anything helps, huh? Yes, I agree. I'm the type that I rather pay and not needed it, need it than- Yeah. ... needed it

and have nothing at all. Needed it and not have it, though. Mm-hmm. Yes. Yes, ma'am. The email's coming from info@benefitsinacard. Check your spam and junk mail. It might go there. Okay. And like I said, we have from 8:00 AM to 8:00 PM Eastern Time- Okay. ... if you have anything else. And I gotta have this done by the 20th? Yes, sir. I'll, I'll check on it. Okay, thank you so much, ma'am. All right. Thank you for giving us a call, sir. Have a great rest of the day. Yeah.

## 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 Card. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Uh, yes, my name is Harold Scott and I just got a text from my temp service to this, for this number and it's talking about, something about benefits.

Speaker speaker\_1: Okay. So we are the administrator for the health insurance for staffing agency.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, we're letting you know that you're currently enrolled in the benefits, so declined. What is the name of the staffing agency you work for?

Speaker speaker\_2: Uh, Crown.

Speaker speaker\_1: Yeah, Crown will, um, auto-enroll you if you don't have health, own the health benefit.

Speaker speaker\_2: Okay, so how do I go about getting this taken care of? How do I do this?

Speaker speaker\_1: Okay. Um, I could help you. Um, may I have the last four digits of your Social so I could pull up your file?

Speaker speaker\_2: 7546.

Speaker speaker\_1: 7-5-4-6. And your first and last name, sir?

Speaker speaker\_2: Harold.

Speaker speaker\_1: Harold, is your last name?

Speaker speaker\_2: Harold. Harold. H-A-R-O-L-D.

Speaker speaker\_1: Okay. And the first name?

Speaker speaker\_2: My first name is Harold. My last name is Scott. H-A-R-O-L-D Scott, S-C-O-T-T.

Speaker speaker\_1: So for security reasons and to make sure we are in the correct file, can you please ver- verify your home address and date of birth, Mr. Scott?

Speaker speaker\_2: Okay. My home address is 6420 Elm Avenue, Raytown, Missouri. And you said my telephone number?

Speaker speaker\_1: Date of birth.

Speaker speaker\_2: Oh, what is it? Oh, 7-5-67.

Speaker speaker\_1: Thank you for the information. We have a phone number on file, 816-935-8826 and-

Speaker speaker\_2: Yes.

Speaker speaker\_1: ... your email is H, Papa, Scott@Gmail.com?

Speaker speaker\_2: Yep. Yep.

Speaker speaker\_1: All right. I'll proceed to decline the auto enrollment. Is there anything else I could do for you?

Speaker speaker\_2: No, I don't want to... No, I don't want to decline, ma'am. I want to enroll.

Speaker speaker\_1: Okay. So the, um... Have you seen the benefit guide? Do you know which plan you want to enroll to?

Speaker speaker\_2: No, I didn't even know they had benefits. So do I need to-

Speaker speaker\_1: Okay.

Speaker speaker\_2: May- maybe I need to go out there or call out there first and see-

Speaker speaker\_1: No, I mean, I misunderstood you at the beginning-

Speaker speaker\_2: Oh.

Speaker speaker\_1: ... of the call.

Speaker speaker\_2: No, no, no, no, no. I don't want to decline. No, I want benefits.

Speaker speaker\_1: No problem. It's okay. Well, um, let me see, when is your deadline? So it's 11/25. You still have until December 20th to enroll. Would you like me to email you the benefit guide so you can see all the plans that they offer and the cost?

Speaker speaker\_2: Yes, ma'am, that'd be, yes, that'd be nice, ma'am.

Speaker speaker\_1: Okay. All right. And I'm sorry about the confusion at the beginning.

Speaker speaker\_2: Oh, no, ma'am. That's, that's all right. That's all right, ma'am. Things happen, ma'am.

Speaker speaker\_1: All right. So I will email you the benefit guide.

Speaker speaker\_2: Okay.

Speaker speaker\_1: If you have any questions when, um, when you receive it, you could give us a call. We're here from 8:00 AM to 8:00 PM Eastern Time, Monday through Friday.

Speaker speaker\_2: Okay.

Speaker speaker\_1: We will be closed for the holiday, though.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And you do have until the 20th of December to enroll.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Now-

Speaker speaker\_2: All right.

Speaker speaker\_1: Um, just to give you a little bit of insight, uh, these benefits are not like major insurance. They already have a set amount that they're going to pay. Anything above that amount will be your responsibility. On the benefit guide, the amount that you will be seeing under each plan is the amount that the insurance gonna cover.

Speaker speaker\_2: So... Okay, so this is...

Speaker speaker\_1: These are not-

Speaker speaker\_2: This is not like-

Speaker speaker\_1: ... major insurance, no.

Speaker speaker\_2: Okay. Okay. But I guess anything helps, huh?

Speaker speaker\_1: Yes, I agree. I'm the type that I rather pay and not needed it, need it than-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... needed it and have nothing at all.

Speaker speaker\_2: Needed it and not have it, though.

Speaker speaker\_1: Mm-hmm. Yes.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: The email's coming from info@benefitsinacard. Check your spam and junk mail. It might go there.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And like I said, we have from 8:00 AM to 8:00 PM Eastern Time-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... if you have anything else.

Speaker speaker\_2: And I gotta have this done by the 20th?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: I'll, I'll check on it. Okay, thank you so much, ma'am.

Speaker speaker\_1: All right. Thank you for giving us a call, sir. Have a great rest of the day.

Speaker speaker\_2: Yeah.