

Transcript: Pearl

Rojas-6542204168355840-6147652165091328

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl Who do you say you're speaking with? Uh, this is Cody Pisser. And how can I assist you? Um, I got a text saying to call this number, something about getting a job at Crown. Hm, can you read the text message off to me please? "Congrats on your job with Crown. You will be opted into benefits within 30 days. Call BIC at 1-800-497-4856 to make changes before your window closes." Okay, so Crown offers healthcare enrollment plans to their employees: medical, dental, vision, insurance, and disability, stuff like that. Um, the pri- It's not about a job, it's about healthcare coverage when you do start working with them. Okay, and if I don't want it? If you don't want it, you can decline, um, over the phone or on an enrollment form in your however you prefer. I'll... Okay, I can decline with you. Okay. What are the last four digits of your social? 0640. Can you confirm your address and date of birth? 705 Flora Avenue and it's, uh, Morton, Missouri. And date of birth is 03/01/94. Okay. And your phone number is 363-515-8985? Yep. And you said you wanted to decline the coverage, correct? Yeah. All right. Well, I went and got you opted out. Is there anything else I can assist you with? No, that's it. Thank you so much for calling. You have a great day.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl Who do you say you're speaking with?

Speaker speaker_2: Uh, this is Cody Pisser.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Um, I got a text saying to call this number, something about getting a job at Crown.

Speaker speaker_1: Hm, can you read the text message off to me please?

Speaker speaker_2: "Congrats on your job with Crown. You will be opted into benefits within 30 days. Call BIC at 1-800-497-4856 to make changes before your window closes."

Speaker speaker_1: Okay, so Crown offers healthcare enrollment plans to their employees: medical, dental, vision, insurance, and disability, stuff like that. Um, the pri- It's not about a

job, it's about healthcare coverage when you do start working with them.

Speaker speaker_2: Okay, and if I don't want it?

Speaker speaker_1: If you don't want it, you can decline, um, over the phone or on an enrollment form in your however you prefer.

Speaker speaker_2: I'll... Okay, I can decline with you.

Speaker speaker_1: Okay. What are the last four digits of your social?

Speaker speaker_2: 0640.

Speaker speaker_1: Can you confirm your address and date of birth?

Speaker speaker_2: 705 Flora Avenue and it's, uh, Morton, Missouri. And date of birth is 03/01/94.

Speaker speaker_1: Okay. And your phone number is 363-515-8985?

Speaker speaker_2: Yep.

Speaker speaker_1: And you said you wanted to decline the coverage, correct?

Speaker speaker_2: Yeah.

Speaker speaker_1: All right. Well, I went and got you opted out. Is there anything else I can assist you with?

Speaker speaker_2: No, that's it.

Speaker speaker_1: Thank you so much for calling. You have a great day.