

Transcript: Sara

Marulanda-5001870678081536-6549706469195776

Full Transcript

Thank you for calling Benefits NetCard. Thank you for calling Benefits NetCard, my name is Sharon. May I have your name, please? Adam Dewey. Hello, sir. How may I help you? I have a text message telling me to call within 30 days about benefits. Okay. What agency are you working with? Crown. Crown Services. Okay. May I have the last part of your Social to locate you on the system? 6... 603. 6603, you say, right? 03, yeah. And your last name again? Huh? Say your last name. Dewey. D-E-W-E-Y. When did you start working with the company? When did I start working? Yes. When did you start working with the company? Like three weeks ago. 6603, Crown Services. Not... You're not showing in the system. Uh, maybe because you just start with them, because you're a new hire. So, um, there is two things that, uh, we can do. We can go ahead and, um, create a profile for you, then enroll you. Okay. Or, uh, you can wait until they send us their profile. Uh, but I don't know how lo- how long is that gonna take. 'Cause you say you have been with them for three weeks already. They may auto-enroll you before that. If you want to be auto- auto-enrolled, it's okay, but if you don't want to be enrolled, you will need to decline. And for me to decline you, I need to create a profile. So either way, you- That's fine. Do you wanna wait for them to send us the profile or if you want to go ahead and create a profile with me? We can go ahead and do it. Okay. So let me get that. Crown Services. Okay. May I have please your complete Social Security number? 36093.

Conversation Format

Speaker None: Thank you for calling Benefits NetCard. Thank you for calling Benefits NetCard, my name is Sharon. May I have your name, please? Adam Dewey. Hello, sir. How may I help you? I have a text message telling me to call within 30 days about benefits. Okay. What agency are you working with? Crown. Crown Services. Okay. May I have the last part of your Social to locate you on the system? 6... 603. 6603, you say, right? 03, yeah. And your last name again? Huh? Say your last name. Dewey. D-E-W-E-Y. When did you start working with the company? When did I start working? Yes. When did you start working with the company? Like three weeks ago. 6603, Crown Services. Not... You're not showing in the system. Uh, maybe because you just start with them, because you're a new hire. So, um, there is two things that, uh, we can do. We can go ahead and, um, create a profile for you, then enroll you. Okay. Or, uh, you can wait until they send us their profile. Uh, but I don't know how lo- how long is that gonna take. 'Cause you say you have been with them for three weeks already. They may auto-enroll you before that. If you want to be auto- auto-enrolled, it's okay, but if you don't want to be enrolled, you will need to decline. And for me to decline you, I need

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