

Transcript: Sara

Marulanda-6206039749771264-5194391610146816

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Carte. My name is Sarah. May I have your name, please? James Sellers. Hello, Mr. James. How may I help you? You know, you sent me a text talking about some, uh, referring to some kind of benefits. I don't know. Okay, let me check that out for you. Uh, what is the staffing company that you are working? I work for Crown Staffing. Crown Services, okay. And may I have the last four of your Social Security on the system? 1877. Thank you very much. Mr. Sellers, and I guess for security purposes, sir, can you please verify your address and date of birth? 7624 North 78th Street, Apartment 103. And your date of birth? 4/15/48. What is this about? Okay. We're the healthcare administrators for different staffing companies, including, uh, Crown Services. What they sent you was a text message about a company open enrollment period for healthcare coverage. What they want you to know is that you have 30 days to enroll on healthcare bene- 30 days- 30 day- ... until January the 4th, or to decline. If you don't decline, they're gonna out-enroll you on a preventive care plan. Well, I got, I got very good insurance. I don't need any more. Okay, so you want me- No, I have to decline, okay? Okay. Hello? The question, the question is, do you want to enroll on healthcare benefits or do you want to decline? I'm, I wanna decline. Okay, sir. So let me do that for you. Okay, I already declined. You're not gonna be out-enrolled. You're not gonna see any deductions from now on for healthcare coverage. You may see the, the text message again. That's just courtesy reminders. You don't have to decline again. Okay. You only decline once. Okay. Okay? Okay. Okay. Uh, other than that, Mr. Sellers, is there anything else that I can help you with? No, thank you. All righty, sir. Have a wonderful day, and thank you for calling Benefits in a Carte. All right. Bye-bye. Okay, sir. You're welcome. Bye-bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Carte. My name is Sarah. May I have your name, please? James Sellers. Hello, Mr. James. How may I help you? You know, you sent me a text talking about some, uh, referring to some kind of benefits. I don't know. Okay, let me check that out for you. Uh, what is the staffing company that you are working? I work for Crown Staffing. Crown Services, okay. And may I have the last four of your Social Security on the system? 1877. Thank you very much. Mr. Sellers, and I guess for security purposes, sir, can you please verify your address and date of birth? 7624 North 78th Street, Apartment 103. And your date of birth? 4/15/48. What is this about? Okay. We're the healthcare administrators for different staffing companies, including, uh, Crown Services. What they sent you was a text

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