

Transcript: VICTORIA

Taylor-5146899764953088-4916949128527872

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, is this Ms. Lawson? Hello? Hey, is this Ms. Lawson? Who's calling? Yeah, this is Victoria with Benefits on a Card. We administer, uh, medical insurance for Crown Services. Okay. Um, so we sent you a text message, it looks like yesterday about the auto enrollment, um, and we did get your response, so I was just calling to follow up with you. Um, were you wanting to opt out of the auto enrollment? No, ma'am. Okay, um, so just to let you know they will automatically enroll you into the MEC Tel RX 30 days from the date of your first check, unless you opt out beforehand. Oh, and what, what is that? What are they putting me in? Uh, what is it? Yeah, so again, this is for medical insurance. That specific medical plan covers your preventative healthcare at 100% as long as you stay in network. And it's \$15.62 a week that would be taken from your check. Yes, ma'am. Okay. Okay. So you don't want to opt out right now? No, should I still, should I just respond to that text message or something? Uh, actually no, you would just call us back if you want to make any changes to the enrollment or if you want to opt out, uh, just call us directly to do that. Yeah, like I, I, I'm okay. I don't need to, uh, I don't need the, that, I guess. Okay, so you are wanting to opt out. Yes. Okay, I will go ahead and decline it for you, and you're good to go from here. Thank you. Thank you. Actually, you don't know. You don't, don't decline it. I, I, I'll call back and, and see in a few days. I'm so sorry. Okay, I, I already declined it for you. Okay, then ■■■s. Go ahead. But if you do change your mind and want to get enrolled, you'll still have 30 days from the date of your first check to do so. So just give us a call back. Yes, ma'am. Have a blessed day. You too. Bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, is this Ms. Lawson?

Speaker speaker_2: Hello?

Speaker speaker_1: Hey, is this Ms. Lawson?

Speaker speaker_2: Who's calling?

Speaker speaker_1: Yeah, this is Victoria with Benefits on a Card. We administer, uh, medical insurance for Crown Services.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, so we sent you a text message, it looks like yesterday about the auto enrollment, um, and we did get your response, so I was just calling to follow up with you. Um, were you wanting to opt out of the auto enrollment?

Speaker speaker_2: No, ma'am.

Speaker speaker_1: Okay, um, so just to let you know they will automatically enroll you into the MEC Tel RX 30 days from the date of your first check, unless you opt out beforehand.

Speaker speaker_2: Oh, and what, what is that? What are they putting me in? Uh, what is it?

Speaker speaker_1: Yeah, so again, this is for medical insurance. That specific medical plan covers your preventative healthcare at 100% as long as you stay in network. And it's \$15.62 a week that would be taken from your check.

Speaker speaker_2: Yes, ma'am. Okay.

Speaker speaker_1: Okay. So you don't want to opt out right now?

Speaker speaker_2: No, should I still, should I just respond to that text message or something?

Speaker speaker_1: Uh, actually no, you would just call us back if you want to make any changes to the enrollment or if you want to opt out, uh, just call us directly to do that.

Speaker speaker_2: Yeah, like I, I, I'm okay. I don't need to, uh, I don't need the, that, I guess.

Speaker speaker_1: Okay, so you are wanting to opt out.

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, I will go ahead and decline it for you, and you're good to go from here.

Speaker speaker_2: Thank you.

Speaker speaker_1: Thank you.

Speaker speaker_2: Actually, you don't know. You don't, don't decline it. I, I, I'll call back and, and see in a few days. I'm so sorry.

Speaker speaker_1: Okay, I, I already declined it for you.

Speaker speaker_2: Okay, then ■■■s. Go ahead.

Speaker speaker_1: But if you do change your mind and want to get enrolled, you'll still have 30 days from the date of your first check to do so. So just give us a call back.

Speaker speaker_2: Yes, ma'am. Have a blessed day.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_2: Bye-bye.