

Transcript: VICTORIA

Taylor-5998644676214784-6411627491442688

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card., this is Victoria. How can I help you? Um, I just wanted to know, um, what that this meant 'cause I've never really, um, had benefits. Or I just didn't understand what it meant. It said I had, like, within 30 days. I wasn't sure. I just wanted to h- get more information on it. Okay. What's the name of the agency you work for? Um, Crown. Crown? Okay. Are you a new hire with them? Yeah, yeah. I've been, um... How can I explain it? I, I been apply, like, since last year but I barely got a job with them but I've been on a, on a, like, they told me that I couldn't go back until they need more d- more, more, um, more help because they shut down a few of the lines in the job. Okay. Um... So I know that for a couple of things, I know Crown Services will automatically enroll members into one of the medical plans unless you opt out beforehand, uh, but new hires have 30 days from the date of their first check to either decline the auto-enrollment or to get enrolled into benefits. Okay. And do you know what benefits they have? Yeah, there's a couple different ones to choose from. Um, I can email you a copy of the, uh, benefits guide if you'd like. Oh. It'll go over, like, all the plans they offer, what they cover and how much they cost. Um, do I need to talk to them so they can enroll me, specifically? Like, in person? Would it be better? Uh, no. We're the benefits administrators so we can get you enrolled over the phone. I would have to choose within the 30 days, what I would like. Yeah, so you- And that would be taken out of my check? Yeah, so you have 30 days from the date of your first check to get enrolled so you would have to enroll within that timeframe. And- Okay, okay. ... uh, yes, it would be taken out of your weekly check. Okay. So yeah, I would like the guide and then I would call b- I would call back to the same number and I'd let you know exactly what I like, correct? Yes, ma'am, and even if you decide to decline all benefits, just make sure to give us a call back so we can decline it for you. All right. Thank you so much. Yeah. What would be a good email to send the benefits guide to? Maria, M-A-R-I-A. M- M- mote, M-O-T-E. 6, the number 6, @gmail.com. Alrighty, and you did say Crown, correct? Correct. Okay. Alrighty, I will send that information to your email. Was there anything else you might need help with? No, I just wanted to get that, you know, figured out. Thank you for answering. Yeah, absolutely. You have a wonderful day. You as well. Thank you, have a blessed one. You too. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card., this is Victoria. How can I help you?

Speaker speaker_2: Um, I just wanted to know, um, what that this meant 'cause I've never really, um, had benefits. Or I just didn't understand what it meant. It said I had, like, within 30 days. I wasn't sure. I just wanted to h- get more information on it.

Speaker speaker_1: Okay. What's the name of the agency you work for?

Speaker speaker_2: Um, Crown.

Speaker speaker_1: Crown? Okay. Are you a new hire with them?

Speaker speaker_2: Yeah, yeah. I've been, um... How can I explain it? I, I been apply, like, since last year but I barely got a job with them but I've been on a, on a, like, they told me that I couldn't go back until they need more d- more, more, um, more help because they shut down a few of the lines in the job.

Speaker speaker_1: Okay. Um... So I know that for a couple of things, I know Crown Services will automatically enroll members into one of the medical plans unless you opt out beforehand, uh, but new hires have 30 days from the date of their first check to either decline the auto-enrollment or to get enrolled into benefits.

Speaker speaker_2: Okay. And do you know what benefits they have?

Speaker speaker_1: Yeah, there's a couple different ones to choose from. Um, I can email you a copy of the, uh, benefits guide if you'd like.

Speaker speaker_2: Oh.

Speaker speaker_1: It'll go over, like, all the plans they offer, what they cover and how much they cost.

Speaker speaker_2: Um, do I need to talk to them so they can enroll me, specifically? Like, in person? Would it be better?

Speaker speaker_1: Uh, no. We're the benefits administrators so we can get you enrolled over the phone.

Speaker speaker_2: I would have to choose within the 30 days, what I would like.

Speaker speaker_1: Yeah, so you-

Speaker speaker_2: And that would be taken out of my check?

Speaker speaker_1: Yeah, so you have 30 days from the date of your first check to get enrolled so you would have to enroll within that timeframe. And-

Speaker speaker_2: Okay, okay.

Speaker speaker_1: ... uh, yes, it would be taken out of your weekly check.

Speaker speaker_2: Okay. So yeah, I would like the guide and then I would call b- I would call back to the same number and I'd let you know exactly what I like, correct?

Speaker speaker_1: Yes, ma'am, and even if you decide to decline all benefits, just make sure to give us a call back so we can decline it for you.

Speaker speaker_2: All right. Thank you so much.

Speaker speaker_1: Yeah. What would be a good email to send the benefits guide to?

Speaker speaker_2: Maria, M-A-R-I-A. M- M- mote, M-O-T-E. 6, the number 6, @gmail.com.

Speaker speaker_1: Alrighty, and you did say Crown, correct?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. Alrighty, I will send that information to your email. Was there anything else you might need help with?

Speaker speaker_2: No, I just wanted to get that, you know, figured out. Thank you for answering.

Speaker speaker_1: Yeah, absolutely. You have a wonderful day.

Speaker speaker_2: You as well. Thank you, have a blessed one.

Speaker speaker_1: You too. Bye-bye.