

Transcript: VICTORIA

Taylor-6008207292809216-6516289508786176

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, good afternoon. I received a message this morning. Oh, was it a text message? Yes. Okay. And what did it say? The text message said, um, "Congrats on your job with Crown. You will be eligible for benefits for up to 30 days. If you want to make a change, just call." Okay. Yeah, so this is for the medical insurance that Crown Staffing offers. I know that they will automatically enroll you into one of the medical plans unless you opt out beforehand. Okay. Are you wanting to opt out? No. Okay. Do you have any questions? No, I'm good. Okay. You have a wonderful day. Yeah. Are y'all gonna send me the card or not? I'm sorry? Was I supposed to receive a card? Yeah. So once the coverage is active, the ID card will be made and sent to you within seven to 10 business days. All right. Thank you. You have a wonderful day. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Hi, good afternoon. I received a message this morning.

Speaker speaker_0: Oh, was it a text message?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And what did it say?

Speaker speaker_1: The text message said, um, "Congrats on your job with Crown. You will be eligible for benefits for up to 30 days. If you want to make a change, just call."

Speaker speaker_0: Okay. Yeah, so this is for the medical insurance that Crown Staffing offers. I know that they will automatically enroll you into one of the medical plans unless you opt out beforehand.

Speaker speaker_1: Okay.

Speaker speaker_0: Are you wanting to opt out?

Speaker speaker_1: No.

Speaker speaker_0: Okay. Do you have any questions?

Speaker speaker_1: No, I'm good.

Speaker speaker_0: Okay. You have a wonderful day.

Speaker speaker_1: Yeah. Are y'all gonna send me the card or not?

Speaker speaker_0: I'm sorry?

Speaker speaker_1: Was I supposed to receive a card?

Speaker speaker_0: Yeah. So once the coverage is active, the ID card will be made and sent to you within seven to 10 business days.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: You have a wonderful day.

Speaker speaker_1: Thank you.