

## Transcript: Chris Sofield

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### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello. Hi, good afternoon. Can I speak with Gwendolyn Bell? Speaking. Hi, this is Chris with Benefits in a Card. You left us a voice message a little bit earlier wanting to enroll into benefits? Yes. All right, before we continue, this call is being recorded for quality assurance and training purposes, and- Mm-hmm. ... apologies about, um, the, uh, having to leave the voice message. Our phone system was having a little bit of issue earlier. Um- Oh, okay. But we can go ahead and, uh, but we can go ahead and get moving forward with that. Um, can you just confirm what, uh, what staffing company you're with? Crown. Crown, okay. Let me go ahead and pull this up. All right. Uh, I see here it looks like we spoke, uh, sometime last week, uh, regarding- Mm-hmm. ... the insurance benefits. Mm-hmm. Um- Mm-hmm. ... did you, uh, did you have an idea of what you wanted to enroll into? I wanted to... I think I wanted to do the VIP, um- It's \$35 for the week. Thank you, so... Thank you, ma'am. You have a great day. You want ketchup and the bacon? Sure thing. Okay, thanks. I'm s- I'm sorry for- No, you're fine. Uh, yeah, I wanted to do the, uh... I was wondering if... I guess the very best one you have, um, I wanted- Uh-huh. ... to enroll in that one and then I want to do- I believe- ... vision and dental. Uh-huh. Okay. Yeah, I believe, I believe we had discussed last time, you had sp- uh, we had spoken that you wanted the, uh... I believe it was the Stay Healthy Enhanced plan, the one that does kind of the, uh, combination of preventative care as well as treatment visits? Yeah. And then you said dental and vision as well? Mm-hmm. All right, now was this all gonna be for just yourself or are you covering anyone else? Just excuse me. Got it. All right, um, this to- uh, this totals out to \$48.43 per week. Do you authorize Crown to make these deductions? Yes. That's with all three... That's with health, dental and vision? Health, dental and vision, yes, ma'am. Uh, health itself is \$42.76, dental is \$3.52 and vision is \$2.15, so it totals after that \$48.43. Okay, gotcha. Yeah, that's fine with me. All right, um, then, um, so open enrollment is slated to go into effect on January 6th, so you should start seeing the deductions for that happen about a week or so before then. Mm-hmm. Once you see that deduction happen, your policies are effective January 6th, um, and you should receive ID cards about a week or two after that, okay? Okay, January 6th. Oh. Yeah. Okay. All right, anything else? That'll be it. All right, thanks for taking the time to speak with me. You have a wonderful day. You too. Thank you. Bye now.

### Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hello.

Speaker speaker\_2: Hi, good afternoon. Can I speak with Gwendolyn Bell?

Speaker speaker\_1: Speaking.

Speaker speaker\_2: Hi, this is Chris with Benefits in a Card. You left us a voice message a little bit earlier wanting to enroll into benefits?

Speaker speaker\_1: Yes.

Speaker speaker\_2: All right, before we continue, this call is being recorded for quality assurance and training purposes, and-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... apologies about, um, the, uh, having to leave the voice message. Our phone system was having a little bit of issue earlier. Um-

Speaker speaker\_1: Oh, okay.

Speaker speaker\_2: But we can go ahead and, uh, but we can go ahead and get moving forward with that. Um, can you just confirm what, uh, what staffing company you're with?

Speaker speaker\_1: Crown.

Speaker speaker\_2: Crown, okay. Let me go ahead and pull this up. All right. Uh, I see here it looks like we spoke, uh, sometime last week, uh, regarding-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... the insurance benefits.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Um-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... did you, uh, did you have an idea of what you wanted to enroll into?

Speaker speaker\_1: I wanted to... I think I wanted to do the VIP, um-

Speaker speaker\_3: It's \$35 for the week.

Speaker speaker\_1: Thank you, so...

Speaker speaker\_3: Thank you, ma'am. You have a great day.

Speaker speaker\_1: You want ketchup and the bacon?

Speaker speaker\_3: Sure thing.

Speaker speaker\_1: Okay, thanks. I'm s- I'm sorry for-

Speaker speaker\_2: No, you're fine.

Speaker speaker\_1: Uh, yeah, I wanted to do the, uh... I was wondering if... I guess the very best one you have, um, I wanted-

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: ... to enroll in that one and then I want to do-

Speaker speaker\_2: I believe-

Speaker speaker\_1: ... vision and dental. Uh-huh.

Speaker speaker\_2: Okay. Yeah, I believe, I believe we had discussed last time, you had sp- uh, we had spoken that you wanted the, uh... I believe it was the Stay Healthy Enhanced plan, the one that does kind of the, uh, combination of preventative care as well as treatment visits?

Speaker speaker\_1: Yeah.

Speaker speaker\_2: And then you said dental and vision as well?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: All right, now was this all gonna be for just yourself or are you covering anyone else?

Speaker speaker\_1: Just excuse me.

Speaker speaker\_2: Got it. All right, um, this to- uh, this totals out to \$48.43 per week. Do you authorize Crown to make these deductions?

Speaker speaker\_1: Yes. That's with all three... That's with health, dental and vision?

Speaker speaker\_2: Health, dental and vision, yes, ma'am. Uh, health itself is \$42.76, dental is \$3.52 and vision is \$2.15, so it totals after that \$48.43.

Speaker speaker\_1: Okay, gotcha. Yeah, that's fine with me.

Speaker speaker\_2: All right, um, then, um, so open enrollment is slated to go into effect on January 6th, so you should start seeing the deductions for that happen about a week or so before then.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Once you see that deduction happen, your policies are effective January 6th, um, and you should receive ID cards about a week or two after that, okay?

Speaker speaker\_1: Okay, January 6th. Oh.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay.

Speaker speaker\_2: All right, anything else?

Speaker speaker\_1: That'll be it.

Speaker speaker\_2: All right, thanks for taking the time to speak with me. You have a wonderful day.

Speaker speaker\_1: You too. Thank you.

Speaker speaker\_2: Bye now.