

Transcript: Chris Sofield

(deactivated)-5384384458211328-4566231239049216

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card, this is Chris. How can I help you today? Yeah, Chris. My name is Bennett Johnson. Uh, I was call... I got a text on my phone about, about me co- supposed to call y'all. Okay. What exactly did the text message say, sir? It said that, uh, I need to call, something about, uh, about, uh, Crown. Some- got something to do with Crown. Okay. So that sounds like that's the text message advising that Crown Staffing automatically enrolls their new hires into a health insurance plan, um, and is letting you know to give us a call if you either wanted to enroll into something other than the plan that they automatically enroll you into or if you wanted to just decline all insurance from them. Just decline all insurance from them right now. Okay. I'll need to, I'll need to access your file, which is going to require I get a little bit of information from you. Uh, what's the last four of your social, sir? 70075. Thank you. All right, Mr. Johnson, could you verify your address and your date of birth for me please? 1709 Tennessee Street, Hopkinsville, Kentucky. All right, thank you, and your date of birth please? 12-23-64. All right, then we have a phone on file for you at 270-839-1722? Yep. All right, I've got you opted out of automatic enrollment. You're good to go. Anything else? No, I don't want to enroll. No, I said I've got you opted out of it. You're not going to be enrolled. Oh, okay. Yeah, no, that's, that's, that's it. That's all. All right, thanks again for calling and have a good day. Okay, you too. Uh-huh, bye-bye. Bye now.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits and a Card, this is Chris. How can I help you today?

Speaker speaker_2: Yeah, Chris. My name is Bennett Johnson. Uh, I was call... I got a text on my phone about, about me co- supposed to call y'all.

Speaker speaker_1: Okay. What exactly did the text message say, sir?

Speaker speaker_2: It said that, uh, I need to call, something about, uh, about, uh, Crown. Some- got something to do with Crown.

Speaker speaker_1: Okay. So that sounds like that's the text message advising that Crown Staffing automatically enrolls their new hires into a health insurance plan, um, and is letting you know to give us a call if you either wanted to enroll into something other than the plan that

they automatically enroll you into or if you wanted to just decline all insurance from them.

Speaker speaker_2: Just decline all insurance from them right now.

Speaker speaker_1: Okay. I'll need to, I'll need to access your file, which is going to require I get a little bit of information from you. Uh, what's the last four of your social, sir?

Speaker speaker_2: 70075.

Speaker speaker_1: Thank you. All right, Mr. Johnson, could you verify your address and your date of birth for me please?

Speaker speaker_2: 1709 Tennessee Street, Hopkinsville, Kentucky.

Speaker speaker_1: All right, thank you, and your date of birth please?

Speaker speaker_2: 12-23-64.

Speaker speaker_1: All right, then we have a phone on file for you at 270-839-1722?

Speaker speaker_2: Yep.

Speaker speaker_1: All right, I've got you opted out of automatic enrollment. You're good to go. Anything else?

Speaker speaker_2: No, I don't want to enroll.

Speaker speaker_1: No, I said I've got you opted out of it. You're not going to be enrolled.

Speaker speaker_2: Oh, okay. Yeah, no, that's, that's, that's it. That's all.

Speaker speaker_1: All right, thanks again for calling and have a good day.

Speaker speaker_2: Okay, you too. Uh-huh, bye-bye.

Speaker speaker_1: Bye now.