

## **Transcript: Chris Sofield**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card , this is Chris. How can I help you today? I got a text message on... I'ma read it, because it says, "Choose your benefits today, or go all year without coverage. OE ends on 1/3/2025." Um... Okay, so- It says it, it's Crown Services. I'm with the, um, temp service that I got a job at, and I guess I don't know if it's sending me that for the job or what? No, this is for the health insurance benefits through Crown. It's currently their open enrollment window, so if you wish to enroll into anything, you have this timeframe to do so. Okay, so like can I get, you know, a background on basically what you're, what you're speaking on, so I can know more? Yeah. So, um, they offer... Uh, let's see here. This is for like the health insurance benefits, specifically? Yeah. Um, so they, they h- offer medical, dental, uh, vision, short-term disability, critical illness, accident coverage, mental health services, and identity protection. Um, if you would then like- Oh, I s- I- Sorry, go ahead. I said I- I- I really kind of like the identity protection part, but, uh, go ahead. You can continue. Yeah. I- I was just gonna say, if it, if it might be a little bit better or easier for you, if you would like, um, if you want to provide me with an email address, I can send you an information- Um- ... packet that goes over the plans that Crown Services offers. It'll show you kind of what, what kinds of services are covered, um, as well as how much would deduct out of your paycheck for the insurance premiums. Okay. All right. Yeah, you could send that over. Um, my email is C-I-N-C-Y-R-E-D-D, as in David, David, 626@gmail.com. Okay. So that was C-I-N... Was that D as in David, then Y? No, it was C-I-N-C-Y, like Cincy Red. Oh, Cincy. Okay. C-I-N-C-Y, C as in cat. Got it. Yes. 626@gmail.com. Got it. All right. I will send the copy of this benefit guide on over to you. This is going to come from info@benefitsandcard.com. If you don't see this in your inbox, just check your spam folder. It may have gotten filtered there. Um, just give that a read through, and then if you wish to enroll into anything, just give us a call back. Okay. Thank you, and you have a blessed day. Same to you. Thanks again for calling. 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 in a Card , this is Chris. How can I help you today?

Speaker speaker\_2: I got a text message on... I'ma read it, because it says, "Choose your benefits today, or go all year without coverage. OE ends on 1/3/2025." Um...

Speaker speaker\_1: Okay, so-

Speaker speaker\_2: It says it, it's Crown Services. I'm with the, um, temp service that I got a job at, and I guess I don't know if it's sending me that for the job or what?

Speaker speaker\_1: No, this is for the health insurance benefits through Crown. It's currently their open enrollment window, so if you wish to enroll into anything, you have this timeframe to do so.

Speaker speaker\_2: Okay, so like can I get, you know, a background on basically what you're, what you're speaking on, so I can know more?

Speaker speaker\_1: Yeah. So, um, they offer... Uh, let's see here. This is for like the health insurance benefits, specifically?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Um, so they, they h- offer medical, dental, uh, vision, short-term disability, critical illness, accident coverage, mental health services, and identity protection. Um, if you would then like-

Speaker speaker\_2: Oh, I s- I-

Speaker speaker\_1: Sorry, go ahead.

Speaker speaker\_2: I said I- I- I really kind of like the identity protection part, but, uh, go ahead. You can continue.

Speaker speaker\_1: Yeah. I- I was just gonna say, if it, if it might be a little bit better or easier for you, if you would like, um, if you want to provide me with an email address, I can send you an information-

Speaker speaker\_2: Um-

Speaker speaker\_1: ... packet that goes over the plans that Crown Services offers. It'll show you kind of what, what kinds of services are covered, um, as well as how much would deduct out of your paycheck for the insurance premiums.

Speaker speaker\_2: Okay. All right. Yeah, you could send that over. Um, my email is C-I-N-C-Y-R-E-D-D, as in David, David, 626@gmail.com.

Speaker speaker\_1: Okay. So that was C-I-N... Was that D as in David, then Y?

Speaker speaker\_2: No, it was C-I-N-C-Y, like Cincy Red.

Speaker speaker\_1: Oh, Cincy. Okay. C-I-N-C-Y, C as in cat. Got it.

Speaker speaker\_2: Yes.

Speaker speaker\_1: 626@gmail.com. Got it. All right. I will send the copy of this benefit guide on over to you. This is going to come from info@benefitsandcard.com. If you don't see this in your inbox, just check your spam folder. It may have gotten filtered there. Um, just give that a read through, and then if you wish to enroll into anything, just give us a call back.

Speaker speaker\_2: Okay. Thank you, and you have a blessed day.

Speaker speaker\_1: Same to you. Thanks again for calling. Bye now.