

## **Transcript: Estefania**

**Acevedo-4522051793534976-5140600769691648**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Accord. My name is Stephanie. How can I assist you? Hello. Yes, ma'am. Um, my name is Albert Allen. I just received a text message from this number saying, "Congrats with your job with Crown." Well, I'm not employed with Crown. I haven't found no job with them yet. Okay. Um, so Crown does auto-enroll their members into a preventative plan. Most likely, you got that because you have applied with them. That's just letting you know that you have 30 days from the days that you receive your first check to enroll into any healthcare benefits. Um, that's if you do start working with them, because those are weekly deductions. Oh, o- okay. Thank you. So I would just keep that in mind. If you do get hired, um, they do auto-enroll their members into a preventative plan. So I would just put somewhere as a reminder, if you do get hired, to call us if you don't want to participate and go ahead and opt out. Okay. Th- But that's just letting you know that you have 30 days to enroll into any healthcare benefits. All right. Thank you. You're welcome. Have a nice day. You too. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Accord. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hello. Yes, ma'am. Um, my name is Albert Allen. I just received a text message from this number saying, "Congrats with your job with Crown." Well, I'm not employed with Crown. I haven't found no job with them yet.

Speaker speaker\_0: Okay. Um, so Crown does auto-enroll their members into a preventative plan. Most likely, you got that because you have applied with them. That's just letting you know that you have 30 days from the days that you receive your first check to enroll into any healthcare benefits. Um, that's if you do start working with them, because those are weekly deductions.

Speaker speaker\_1: Oh, o- okay. Thank you.

Speaker speaker\_0: So I would just keep that in mind. If you do get hired, um, they do auto-enroll their members into a preventative plan. So I would just put somewhere as a reminder, if you do get hired, to call us if you don't want to participate and go ahead and opt out.

Speaker speaker\_1: Okay. Th-

Speaker speaker\_0: But that's just letting you know that you have 30 days to enroll into any healthcare benefits.

Speaker speaker\_1: All right. Thank you.

Speaker speaker\_0: You're welcome. Have a nice day.

Speaker speaker\_1: You too. Bye-bye.