

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits on a Card on behalf of Crown Services. Um, I'm looking to speak with Scott. Yes. This is Scott. Um, hey, I just got done talking to you. I actually just realized that you're within your personal open enrollment period, so actually your, um, plans may start doing deductions one or two weeks, um, from now. So your plan might start actually earlier than the effective date that I gave you. Oh, okay. That'd be good. Okay. So I just wanted to let you know. I'm sorry. I just realized you are in your personal open enrollment. So yours might actually start, um, before January 6th. Okay. So you may see- ... your deduction one or two weeks from now. Once you see the very first deduction from your paycheck for the \$26.51- Great. ... the following Monday of that deduction is when you have active coverage. Okay? And then once you have active coverage, you're welcome to give us a call and we can request that VIP Classic Card. So I would just be looking at your paycheck. Once you see the first one of \$26.51 come out of that paycheck, the following Monday is when you have active coverage and you're welcome to give us that call. And then by that Thursday or Friday, you should be getting your dental/vision card. Okay. All right, sir. I hope you have a great day. You better. Bye.

Conversation Format

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

Speaker speaker_1: Hey, good afternoon. I'm calling from Benefits on a Card on behalf of Crown Services. Um, I'm looking to speak with Scott.

Speaker speaker_2: Yes. This is Scott.

Speaker speaker_1: Um, hey, I just got done talking to you. I actually just realized that you're within your personal open enrollment period, so actually your, um, plans may start doing deductions one or two weeks, um, from now. So your plan might start actually earlier than the effective date that I gave you.

Speaker speaker_2: Oh, okay. That'd be good.

Speaker speaker_1: Okay. So I just wanted to let you know. I'm sorry. I just realized you are in your personal open enrollment. So yours might actually start, um, before January 6th.

Speaker speaker_2: Okay.

Speaker speaker_1: So you may see- ... your deduction one or two weeks from now. Once you see the very first deduction from your paycheck for the \$26.51-

Speaker speaker_2: Great.

Speaker speaker_1: ... the following Monday of that deduction is when you have active coverage. Okay? And then once you have active coverage, you're welcome to give us a call and we can request that VIP Classic Card. So I would just be looking at your paycheck. Once you see the first one of \$26.51 come out of that paycheck, the following Monday is when you have active coverage and you're welcome to give us that call. And then by that Thursday or Friday, you should be getting your dental/vision card.

Speaker speaker_2: Okay.

Speaker speaker_1: All right, sir. I hope you have a great day.

Speaker speaker_2: You better.

Speaker speaker_1: Bye.