

## **Transcript: Estefania**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in the Car. My name is Stephanie. How can I assist you? Hey, what's up? I just got this text that told me to, um, upgrade my, um, information with y'all because I just got hired with Crown and I'm supposed to take that 30 days benefits, they're 30 days. I just wanted to let you know. Okay. I'm sorry, I'm having trouble hearing you. Um, I think I heard something about 30 days. Could you repeat that for me one more time? Yeah, they got like a, um, a personal attendant. Uh, we, we, um, don't miss no days and don't be late. There gonna be some kind of, um, \$100 benefits. Oh, okay. Um, what's, what agency do you work for? Crown Staffing. Okay, and then what are the last four of your Social? 8981. Okay, thank you, and for security purposes could you please verify your address as well as your date of birth for me? 7 Monaco Boulevard. Okay. Date of birth, 05/16/1977. What state and city was that? Savannah, Georgia. Okay, thank you. Is your phone number still 229-655-4387? 655-4387. Okay, thank you. And I have your first name, last name, 475@gmail.com. Is that still up to date? Say that again? Is your first last name, 475@gmail.com still your address, email address? michaelhamm475@gmail.com? Yes, sir. Okay. Okay, and then did you want to go ahead and opt out from receiving the auto-enrollment? Ma'am? Did you want to opt out from receiving any benefits through Crown Services? Is that what you were t- calling about? No, ma'am. They said we get the benefits every 30 days, right? So, you have 30 days from your first check to enroll into Health Care Benefits. Crown Services does auto-enroll their members into a preventative plan called the NEC TeleRx. Um, this is a weekly deduction out of your paycheck of \$15.62. So right now you're in your personal open enrollment period, meaning you could enroll into additional benefits or take that one out and add different ones, but, um- I see. ... the benefits that you select do have weekly deductions. That, or you can opt out from enrolling into that NEC TeleRx plan. Well, I'll get back with y'all after 30 days 'cause I already got health insurance and stuff. Okay, um, but I do got to let you know that they do auto-enroll you into that preventative plan. That's a weekly deduction, that \$15.62. Um, so I would just keep that in mind, just in case you don't want that benefit, so like as a reminder to call us and let us know to opt you out if you were to not be interested in it 'cause they do auto-enroll you into that plan, okay? Oh, so I'm, I'm already in insurance, so I don't need that. Do you want me to go ahead and decline you then? Yes, ma'am. Okay. Um, due to the fact that the call is being recorded you stated that you wanted to be opt out from the NEC TeleRx plan through Crown Services because you don't want any Health Care Benefits. Is that correct? Yes, ma'am. I'm already, um, enrolled in, um, health insurance. Okay. So I went ahead and declined you, um, for the auto-enroll. Did you have any more questions for me? No, ma'am. Okay, well thank you for calling. They won't enroll you into anything. Um, have a good day. All right, thank you. Thank you. Yeah, bye-bye.

## 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 the Car. My name is Stephanie. How can I assist you?

Speaker speaker\_2: Hey, what's up? I just got this text that told me to, um, upgrade my, um, information with y'all because I just got hired with Crown and I'm supposed to take that 30 days benefits, they're 30 days. I just wanted to let you know.

Speaker speaker\_1: Okay. I'm sorry, I'm having trouble hearing you. Um, I think I heard something about 30 days. Could you repeat that for me one more time?

Speaker speaker\_2: Yeah, they got like a, um, a personal attendant. Uh, we, we, um, don't miss no days and don't be late. There gonna be some kind of, um, \$100 benefits.

Speaker speaker\_1: Oh, okay. Um, what's, what agency do you work for?

Speaker speaker\_2: Crown Staffing.

Speaker speaker\_1: Okay, and then what are the last four of your Social?

Speaker speaker\_2: 8981.

Speaker speaker\_1: Okay, thank you, and for security purposes could you please verify your address as well as your date of birth for me?

Speaker speaker\_2: 7 Monaco Boulevard.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Date of birth, 05/16/1977.

Speaker speaker\_1: What state and city was that?

Speaker speaker\_2: Savannah, Georgia.

Speaker speaker\_1: Okay, thank you. Is your phone number still 229-655-4387?

Speaker speaker\_2: 655-4387.

Speaker speaker\_1: Okay, thank you. And I have your first name, last name, 475@gmail.com. Is that still up to date?

Speaker speaker\_2: Say that again?

Speaker speaker\_1: Is your first last name, 475@gmail.com still your address, email address?

Speaker speaker\_2: michaelhamm475@gmail.com?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay, and then did you want to go ahead and opt out from receiving the auto-enrollment?

Speaker speaker\_2: Ma'am?

Speaker speaker\_1: Did you want to opt out from receiving any benefits through Crown Services? Is that what you were t- calling about?

Speaker speaker\_2: No, ma'am. They said we get the benefits every 30 days, right?

Speaker speaker\_1: So, you have 30 days from your first check to enroll into Health Care Benefits. Crown Services does auto-enroll their members into a preventative plan called the NEC TeleRx. Um, this is a weekly deduction out of your paycheck of \$15.62. So right now you're in your personal open enrollment period, meaning you could enroll into additional benefits or take that one out and add different ones, but, um-

Speaker speaker\_2: I see.

Speaker speaker\_1: ... the benefits that you select do have weekly deductions. That, or you can opt out from enrolling into that NEC TeleRx plan.

Speaker speaker\_2: Well, I'll get back with y'all after 30 days 'cause I already got health insurance and stuff.

Speaker speaker\_1: Okay, um, but I do got to let you know that they do auto-enroll you into that preventative plan. That's a weekly deduction, that \$15.62. Um, so I would just keep that in mind, just in case you don't want that benefit, so like as a reminder to call us and let us know to opt you out if you were to not be interested in it 'cause they do auto-enroll you into that plan, okay?

Speaker speaker\_2: Oh, so I'm, I'm already in insurance, so I don't need that.

Speaker speaker\_1: Do you want me to go ahead and decline you then?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. Um, due to the fact that the call is being recorded you stated that you wanted to be opt out from the NEC TeleRx plan through Crown Services because you don't want any Health Care Benefits. Is that correct?

Speaker speaker\_2: Yes, ma'am. I'm already, um, enrolled in, um, health insurance.

Speaker speaker\_1: Okay. So I went ahead and declined you, um, for the auto-enroll. Did you have any more questions for me?

Speaker speaker\_2: No, ma'am.

Speaker speaker\_1: Okay, well thank you for calling. They won't enroll you into anything. Um, have a good day.

Speaker speaker\_2: All right, thank you.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: Yeah, bye-bye.