

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Uh, yes, ma'am. Uh, I was calling to see if I, if I have the insurance. Um, the lady at the, uh, temp service said that they should have sent me an email or something, and I haven't received an email yet. And I was just wanting to see if the en- or the insurance was available for me yet. Okay. Yeah. I can check that for you. Yes. Um, what shopping agency are you working with? It's Crown. It'd be based in Glasgow, Kentucky. Okay. One second. Okay. And then, what are the last four of your Social? 3711. Your first and last name, please? Darren, D-A-R-R-E-N Sanders. And that was 3711? Yeah, 3711. Okay. And then, for security purposes, sir, can you please verify the address that I have on file for you, as well as your date of birth? Okay. Um, my address is 245 Ramsey Road, Cumberland, Kentucky 42729 and, uh, date of birth should be 9/20/88. Okay. Thank you. Okay. And then, I have 270-597-7300 as your phone number. Yes. That's it. And then, I have drsanders8817@gmail.com. Is that up-to-date? Yeah. Yes. Okay. So, it looks like you've been opted out from the auto enrollment, but you can still enroll into benefits. Um, it looks like if you did want to enroll, your last day to do so would be next Friday. Were you trying to- Okay. ... enroll already? Like today or- Yeah. I want the insurance, definitely. Okay. Yeah. Um, so if you want, I can go ahead and email you the benefit guide. Okay. That benefit guide is the brochure that shows you all the plans that Crown Services offers, with the deductions to those plans. So, your- Okay. ... monthly deductions really depend on how many plans you select, because every plan has its separate deduction, as well as- Yeah. ... how many, and if you add dependents. Um, were you looking into enrolling with dependents or by yourself? No. It'd just be for me. For you? Okay. So, let me go ahead and send you that. And if you want- Okay. ... I can go over the plans with you. Um, well, I'm at work right now. I'm on my lunch. Oh, okay. And I just walked back- Yeah. That's fine. ... to my truck. So, if you can, just email it to me, and I'll get to it whenever I can. But, uh, I'd like to opt in to probably the, the basics plan they have for just, uh, just a single person. Okay. Since, um, you've been opted out from the auto enrollment, you would have to enroll. You would have to call and- Okay. ... enroll, and let us know which one. Okay. All right. Okay. But, like I said, you have till, um, next Friday would be technically your last day. So, next Friday? Yeah. Okay. Okay. Mm-hmm. Awesome. So, you have until then- All right. Well, I'll look at it tonight as soon as I can and, uh, I'll try to just get it done tomorrow. I'm off, so I'll try to- Okay. ... get it all done by tomorrow then. Yes, sir. And then, I'm gonna go ahead and send that. Okay. If I could just get you to verify, um, that you received that guide. Okay. Hold on just for a second. And it's gonna come from an email that says info@benefitsinacard.com. And if you don't see it right away, I would check your spam and your junk as well. Oop. There we go. Thank you, Benefits in a Card. Okay. Yeah. I got it. It's in the PDFs. All right. So, yep. Those are the plans. And if you have any questions once you enroll regarding them, we'll be happy to

answer them. We're open from- Okay. ... 8:00 AM up until 8:00 PM Eastern Time, Monday through Friday. Okay. All right. Thank you so much. And you have a great rest of the day. Thank you. You do, too. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Uh, yes, ma'am. Uh, I was calling to see if I, if I have the insurance. Um, the lady at the, uh, temp service said that they should have sent me an email or something, and I haven't received an email yet. And I was just wanting to see if the en- or the insurance was available for me yet.

Speaker speaker_0: Okay. Yeah. I can check that for you.

Speaker speaker_1: Yes.

Speaker speaker_0: Um, what shopping agency are you working with?

Speaker speaker_1: It's Crown. It'd be based in Glasgow, Kentucky.

Speaker speaker_0: Okay. One second. Okay. And then, what are the last four of your Social?

Speaker speaker_1: 3711.

Speaker speaker_0: Your first and last name, please?

Speaker speaker_1: Darren, D-A-R-R-E-N Sanders.

Speaker speaker_0: And that was 3711?

Speaker speaker_1: Yeah, 3711.

Speaker speaker_0: Okay. And then, for security purposes, sir, can you please verify the address that I have on file for you, as well as your date of birth?

Speaker speaker_1: Okay. Um, my address is 245 Ramsey Road, Cumberland, Kentucky 42729 and, uh, date of birth should be 9/20/88.

Speaker speaker_0: Okay. Thank you. Okay. And then, I have 270-597-7300 as your phone number.

Speaker speaker_1: Yes. That's it.

Speaker speaker_0: And then, I have drsanders8817@gmail.com. Is that up-to-date?

Speaker speaker_1: Yeah. Yes.

Speaker speaker_0: Okay. So, it looks like you've been opted out from the auto enrollment, but you can still enroll into benefits. Um, it looks like if you did want to enroll, your last day to do so would be next Friday. Were you trying to-

Speaker speaker_1: Okay.

Speaker speaker_0: ... enroll already? Like today or-

Speaker speaker_1: Yeah. I want the insurance, definitely.

Speaker speaker_0: Okay. Yeah. Um, so if you want, I can go ahead and email you the benefit guide.

Speaker speaker_1: Okay.

Speaker speaker_0: That benefit guide is the brochure that shows you all the plans that Crown Services offers, with the deductions to those plans. So, your-

Speaker speaker_1: Okay.

Speaker speaker_0: ... monthly deductions really depend on how many plans you select, because every plan has its separate deduction, as well as-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... how many, and if you add dependents. Um, were you looking into enrolling with dependents or by yourself?

Speaker speaker_1: No. It'd just be for me.

Speaker speaker_0: For you? Okay. So, let me go ahead and send you that. And if you want-

Speaker speaker_1: Okay.

Speaker speaker_0: ... I can go over the plans with you.

Speaker speaker_1: Um, well, I'm at work right now. I'm on my lunch.

Speaker speaker_0: Oh, okay.

Speaker speaker_1: And I just walked back-

Speaker speaker_0: Yeah. That's fine.

Speaker speaker_1: ... to my truck. So, if you can, just email it to me, and I'll get to it whenever I can. But, uh, I'd like to opt in to probably the, the basics plan they have for just, uh, just a single person.

Speaker speaker_0: Okay. Since, um, you've been opted out from the auto enrollment, you would have to enroll. You would have to call and-

Speaker speaker_1: Okay.

Speaker speaker_0: ... enroll, and let us know which one.

Speaker speaker_1: Okay. All right. Okay.

Speaker speaker_0: But, like I said, you have till, um, next Friday would be technically your last day.

Speaker speaker_1: So, next Friday?

Speaker speaker_0: Yeah.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Awesome.

Speaker speaker_0: So, you have until then-

Speaker speaker_1: All right. Well, I'll look at it tonight as soon as I can and, uh, I'll try to just get it done tomorrow. I'm off, so I'll try to-

Speaker speaker_0: Okay.

Speaker speaker_1: ... get it all done by tomorrow then.

Speaker speaker_0: Yes, sir. And then, I'm gonna go ahead and send that.

Speaker speaker_1: Okay.

Speaker speaker_0: If I could just get you to verify, um, that you received that guide.

Speaker speaker_1: Okay. Hold on just for a second.

Speaker speaker_0: And it's gonna come from an email that says info@benefitsinacard.com. And if you don't see it right away, I would check your spam and your junk as well.

Speaker speaker_1: Oop. There we go. Thank you, Benefits in a Card. Okay. Yeah. I got it. It's in the PDFs.

Speaker speaker_0: All right. So, yep. Those are the plans. And if you have any questions once you enroll regarding them, we'll be happy to answer them. We're open from-

Speaker speaker_1: Okay.

Speaker speaker_0: ... 8:00 AM up until 8:00 PM Eastern Time, Monday through Friday.

Speaker speaker_1: Okay. All right. Thank you so much. And you have a great rest of the day.

Speaker speaker_0: Thank you. You do, too.

Speaker speaker_1: Bye.