

Transcript: Justin

Mills-4514192873144320-6149686673457152

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi. Um, so I was told to call this number so I could sign up for my benefits. Okay. What's the staffing agency you work for? Uh, it is, uh, Crown, uh, Crown Services. And the last four of your social? Uh, 2383. ... 283. And what was your first and last name? It is, uh, Gregory Goode. And did you recently just start with Crown Services? Yeah. Okay, 'cause I wasn't seeing your file in our system just yet. So, in order for me to create a file in our system to enroll you into their benefits, I need your full social. Okay. That's fine. Uh, 30313, uh, 2383. And what was your last name, Gregory? Uh, Goode. Uh, G-U-D-E. G-U-D-E. And Gregory, that's spelled G-R-E-G-O-R-Y, correct? Uh-huh. Okay. And your home address, including city, state and zip code? Um, it is 882, uh, Concord, uh, Road, uh, Russellville, uh, Kentucky, uh, 42276. And your date of birth? November 15th, 1991. And a good telephone number has 270-223-1680? Yep. And do you have a good email? Uh, uh, Greg, uh, Goode49@gmail.com. Okay. Now, did you have an idea of what you wanted to be enrolled into through Crown Services or no? Uh, I was wanting everything. I was wanting, uh, the, uh, health, vision and, uh, like the dental. Okay, so let's see here, 'cause I do know that Crown Services, they do offer four different medical plans. Um, one of them is the MEC Free Rx, which covers preventative services as well as Free Rx or a subscription to Free Rx which gives out... Uh-huh. ...free or discounted prescription coverage. Um, that's \$15.67. Then you have two others, the VIP plans, the Standard and the Classic. Both cover hospitals, doctors and medications ranging from \$17.07 to \$18.86. And the last medical plan is like a combination of both preventative plus hospital, doctor and medication coverage at \$42.76 per week. Okay. Um... What about... Uh, let me just- Okay, so which medical plan do you want to be enrolled into? Uh... Mm. I'd probably say the, um... Mm. Let me see, the VIP. Uh, I'd probably say, like, the second one. Okay, so the VIP Standard? Yeah. 'Cause you said, like, that covers, uh, um... Hospitals, doctors and medications. Yeah. Yeah. So I can put you down for that one. Okay, and as well as dental and vision, correct? Yeah. Okay. Anything else or just those three? Uh, just those three. Okay, so doing those three for employee only would make your total deductions \$22.74 per week. Do you authorize Crown Services to make the deduction for you? Yeah. Okay. Now, I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$22.74 come off your paycheck, coverage begins the Monday we receive that deduction from Crown Services. Seven to ten business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Gregory, is there anything else I could assist you with today? Uh, no. That's it. Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day. All right? All right. You too. Thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hi. Um, so I was told to call this number so I could sign up for my benefits.

Speaker speaker_0: Okay. What's the staffing agency you work for?

Speaker speaker_1: Uh, it is, uh, Crown, uh, Crown Services.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: Uh, 2383.

Speaker speaker_0: ... 283. And what was your first and last name?

Speaker speaker_1: It is, uh, Gregory Goode.

Speaker speaker_0: And did you recently just start with Crown Services?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, 'cause I wasn't seeing your file in our system just yet. So, in order for me to create a file in our system to enroll you into their benefits, I need your full social.

Speaker speaker_1: Okay. That's fine. Uh, 30313, uh, 2383.

Speaker speaker_0: And what was your last name, Gregory?

Speaker speaker_1: Uh, Goode. Uh, G-U-D-E.

Speaker speaker_0: G-U-D-E. And Gregory, that's spelled G-R-E-G-O-R-Y, correct?

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Okay. And your home address, including city, state and zip code?

Speaker speaker_1: Um, it is 882, uh, Concord, uh, Road, uh, Russellville, uh, Kentucky, uh, 42276.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: November 15th, 1991.

Speaker speaker_0: And a good telephone number has 270-223-1680?

Speaker speaker_1: Yep.

Speaker speaker_0: And do you have a good email?

Speaker speaker_1: Uh, uh, Greg, uh, Goode49@gmail.com.

Speaker speaker_0: Okay. Now, did you have an idea of what you wanted to be enrolled into through Crown Services or no?

Speaker speaker_1: Uh, I was wanting everything. I was wanting, uh, the, uh, health, vision and, uh, like the dental.

Speaker speaker_0: Okay, so let's see here, 'cause I do know that Crown Services, they d-offer four different medical plans. Um, one of them is the MEC Free Rx, which covers preventative services as well as Free Rx or a subscription to Free Rx which gives out...

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ...free or discounted prescription coverage. Um, that's \$15.67. Then you have two others, the VIP plans, the Standard and the Classic. Both cover hospitals, doctors and medications ranging from \$17.07 to \$18.86. And the last medical plan is like a combination of both preventative plus hospital, doctor and medication coverage at \$42.76 per week.

Speaker speaker_1: Okay. Um... What about... Uh, let me just-

Speaker speaker_0: Okay, so which medical plan do you want to be enrolled into?

Speaker speaker_1: Uh... Mm. I'd probably say the, um... Mm. Let me see, the VIP. Uh, I'd probably say, like, the second one.

Speaker speaker_0: Okay, so the VIP Standard?

Speaker speaker_1: Yeah. 'Cause you said, like, that covers, uh, um...

Speaker speaker_0: Hospitals, doctors and medications.

Speaker speaker_1: Yeah.

Speaker speaker_0: Yeah. So I can put you down for that one. Okay, and as well as dental and vision, correct?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Anything else or just those three?

Speaker speaker_1: Uh, just those three.

Speaker speaker_0: Okay, so doing those three for employee only would make your total deductions \$22.74 per week. Do you authorize Crown Services to make the deduction for you?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Now, I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$22.74 come off your paycheck, coverage begins the Monday we receive that deduction from Crown Services. Seven to ten business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Gregory, is there anything else I

could assist you with today?

Speaker speaker_1: Uh, no. That's it.

Speaker speaker_0: Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day. All right?

Speaker speaker_1: All right. You too.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye.