

## **Transcript: Justin**

**Mills-5465179799633920-5412846873034752**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling How can I help you today? How are you doing? I'm trying to check to see if I can get benefits or something like that. Okay. What's the staffing agency you work for? Crown. So, Crown Services, and the last four of your Social? Uh, 2108. And what was your first and last name? Terry Davis. And for security purposes, can you verify the home address, including city, state and zip code, Terry? Uh, 5293 Blossom Street, um, Hamilton, Ohio 45011, Apartment 11. And your date of birth? 02/22/'88. And a good telephone number you have is 513-535-5462? Yes, sir. And the email I have is terry.davisjr2019@gmail? Yes, there. Okay, here. When did you start with, uh, Crown Services? I want to say, like, May. I can't remember the exact date. Okay. Have you started a new assignment here recently or no? No. I'm still at the same assignment. Okay. So looking at the hire date on file, we received it as April 25th of 2024. And I do know you had 30 days from your first paycheck to be enrolled in the benefits, because that's considered your personal open enrollment period, which your cutoff date would have been May 25th of 2024. Um, as of right now, if you wanted to enroll in the benefits, you would honestly have to wait until Crown Services next open enrollment period, or experience a qualified life event, which may be considered as marriage or divorce, birth or adoption of a child, or involuntary loss of coverage. Is that Terry? When I talked to Crown, they said it was open enrollment. Um, well, let me verify that. Let's see here... Um... So, it looks like Crown starts their open enrollment on December 2nd and lasting until January 3rd. All right. Appreciate you. You're welcome. Is there anything else I could help you out with today? Um, is there any way I can find out, um, check on my tax stubs to see if they're taking federal taxes out my check? Yeah. No, I would reach out to Crown Services specifically regarding that information, since we don't have access to payroll here at Benefits In a Card. Oh, okay. Thank you. You're welcome. You have a great day, okay? You too. All right. 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 How can I help you today?

Speaker speaker\_2: How are you doing? I'm trying to check to see if I can get benefits or something like that.

Speaker speaker\_1: Okay. What's the staffing agency you work for?

Speaker speaker\_2: Crown.

Speaker speaker\_1: So, Crown Services, and the last four of your Social?

Speaker speaker\_2: Uh, 2108.

Speaker speaker\_1: And what was your first and last name?

Speaker speaker\_2: Terry Davis.

Speaker speaker\_1: And for security purposes, can you verify the home address, including city, state and zip code, Terry?

Speaker speaker\_2: Uh, 5293 Blossom Street, um, Hamilton, Ohio 45011, Apartment 11.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: 02/22/'88.

Speaker speaker\_1: And a good telephone number you have is 513-535-5462?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: And the email I have is terry.davisjr2019@gmail?

Speaker speaker\_2: Yes, there.

Speaker speaker\_1: Okay, here. When did you start with, uh, Crown Services?

Speaker speaker\_2: I want to say, like, May. I can't remember the exact date.

Speaker speaker\_1: Okay. Have you started a new assignment here recently or no?

Speaker speaker\_2: No. I'm still at the same assignment.

Speaker speaker\_1: Okay. So looking at the hire date on file, we received it as April 25th of 2024. And I do know you had 30 days from your first paycheck to be enrolled in the benefits, because that's considered your personal open enrollment period, which your cutoff date would have been May 25th of 2024. Um, as of right now, if you wanted to enroll in the benefits, you would honestly have to wait until Crown Services next open enrollment period, or experience a qualified life event, which may be considered as marriage or divorce, birth or adoption of a child, or involuntary loss of coverage.

Speaker speaker\_3: Is that Terry?

Speaker speaker\_2: When I talked to Crown, they said it was open enrollment.

Speaker speaker\_1: Um, well, let me verify that. Let's see here... Um... So, it looks like Crown starts their open enrollment on December 2nd and lasting until January 3rd.

Speaker speaker\_2: All right. Appreciate you.

Speaker speaker\_1: You're welcome. Is there anything else I could help you out with today?

Speaker speaker\_2: Um, is there any way I can find out, um, check on my tax stubs to see if they're taking federal taxes out my check?

Speaker speaker\_1: Yeah. No, I would reach out to Crown Services specifically regarding that information, since we don't have access to payroll here at Benefits In a Card.

Speaker speaker\_2: Oh, okay. Thank you.

Speaker speaker\_1: You're welcome. You have a great day, okay?

Speaker speaker\_2: You too.

Speaker speaker\_1: All right. Bye-bye.