

## **Transcript: Justin**

**Mills-5672648367357952-6567662173765632**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? How you doing, sir? Doing pretty well, and yourself? Uh, I just... Uh, I had got a text from Crown Staffing telling me that I'm, I'm able to enroll in benefits and I don't know what is... what they're talking about. Um, well, I do know that Crown Services is in their company open enrollment period, um, up until January 4th, which allows the employees to enroll, make changes or cancel benefits offered through them. Um, I do know that, but the text message that you received was probably, like, a new hire text, like, welcoming you to your employer and letting you know that you were eligible to be enrolled into their health insurance, like medical, dental, vision insurance. Okay. Okay. I don't know how to... I don't know. Like, how... What, what do I do? Um, well, did you want to be enrolled in the benefits? Because I can email you a copy of a benefit guide if you wanted to look something over before you made that final decision. And it's going to cost me? Uh, yes, sir. It's deducted weekly from your paycheck. How much? Um, well, they have plans ranging from \$15.62 to \$18.86. And then they have additional benefit options like dental, disability, vision, stuff like that. Okay. Okay. Okay. So you just... Like, so you won't be able to tell me about my, like, my financial part? Um, no, sir, because we don't have access to payroll. We just deal with benefits here, at Benefits and a Card. Okay. Okay. Well, right now, I don't know. I'm just calling to see what it was about. Right now, I don't want to... But later on, I could probably call back- Okay. Well, just to let you know that- ... if I made my mind up. Okay. Just to let you know, Crown's in their company open enrollment up until January 4th, so you have that final day to make that final decision, okay? Okay. Thanks. Awesome. Well, is there anything else I can help you out with today? No, that's it. Awesome. Well, you have a wonderful 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 Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker\_2: How you doing, sir?

Speaker speaker\_1: Doing pretty well, and yourself?

Speaker speaker\_2: Uh, I just... Uh, I had got a text from Crown Staffing telling me that I'm, I'm able to enroll in benefits and I don't know what is... what they're talking about.

Speaker speaker\_1: Um, well, I do know that Crown Services is in their company open enrollment period, um, up until January 4th, which allows the employees to enroll, make changes or cancel benefits offered through them. Um, I do know that, but the text message that you received was probably, like, a new hire text, like, welcoming you to your employer and letting you know that you were eligible to be enrolled into their health insurance, like medical, dental, vision insurance.

Speaker speaker\_2: Okay. Okay. I don't know how to... I don't know. Like, how... What, what do I do?

Speaker speaker\_1: Um, well, did you want to be enrolled in the benefits? Because I can email you a copy of a benefit guide if you wanted to look something over before you made that final decision.

Speaker speaker\_2: And it's going to cost me?

Speaker speaker\_1: Uh, yes, sir. It's deducted weekly from your paycheck.

Speaker speaker\_2: How much?

Speaker speaker\_1: Um, well, they have plans ranging from \$15.62 to \$18.86. And then they have additional benefit options like dental, disability, vision, stuff like that.

Speaker speaker\_2: Okay. Okay. Okay. So you just... Like, so you won't be able to tell me about my, like, my financial part?

Speaker speaker\_1: Um, no, sir, because we don't have access to payroll. We just deal with benefits here, at Benefits and a Card.

Speaker speaker\_2: Okay. Okay. Well, right now, I don't know. I'm just calling to see what it was about. Right now, I don't want to... But later on, I could probably call back-

Speaker speaker\_1: Okay. Well, just to let you know that-

Speaker speaker\_2: ... if I made my mind up.

Speaker speaker\_1: Okay. Just to let you know, Crown's in their company open enrollment up until January 4th, so you have that final day to make that final decision, okay?

Speaker speaker\_2: Okay. Thanks.

Speaker speaker\_1: Awesome. Well, is there anything else I can help you out with today?

Speaker speaker\_2: No, that's it.

Speaker speaker\_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker\_2: You too.

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