

Transcript: Justin

Mills-5840280281464832-5502840924585984

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Veterans in a Card. This is Justin. How can I help you today? Hi. Um, I have received a text message from my employee, employer. I'm gonna say it's a commercial benefit, yes. Do you mind reading out the text message for me please? Um, excuse me one second, sir. Give me one second, sir. Okay. It says, "Congratulati..." Oh. "Congratulations. Congrats on your job on Crown. You will be opted into a benefits within 30 days. Call VIC at this number to make a change before you 20 to host." Yeah. So that text message you received was just congratulating you on your job with Crown Services and letting you know you would be automatically enrolled into one of their medical plans that was offered through them. So you had the option to either accept it or the option to opt out of it, for health insurance. Hello? Are you still there?

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Veterans in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hi. Um, I have received a text message from my employee, employer. I'm gonna say it's a commercial benefit, yes.

Speaker speaker_1: Do you mind reading out the text message for me please?

Speaker speaker_2: Um, excuse me one second, sir. Give me one second, sir.

Speaker speaker_1: Okay.

Speaker speaker_2: It says, "Congratulati..." Oh. "Congratulations. Congrats on your job on Crown. You will be opted into a benefits within 30 days. Call VIC at this number to make a change before you 20 to host."

Speaker speaker_1: Yeah. So that text message you received was just congratulating you on your job with Crown Services and letting you know you would be automatically enrolled into one of their medical plans that was offered through them. So you had the option to either accept it or the option to opt out of it, for health insurance. Hello? Are you still there?