

Transcript: Justin

Mills-6001956259577856-6591119405039616

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Express. We're just, uh, here to help today. Good morning. But I'm left here from the message. I am on the number, I'm just calling. Um, what's going on? Do you mind reading out the text message for me, please? Okay. Read the text message so I can help further assist you. But I'm just read the text, the text message. It says that, "Crown Staffing, um, congrats on your job. Would you quite want... You will be up, updated for benefits within 20, 20 dual day called BIC. Have to make change before your window close." Yeah, so the text message you received which is congratulating you on a job with Crown and letting you know that- Yeah. ... you would be automatically enrolled into one of the medical plans offered through them. So, you have the option to either accept it or the option to opt out of it for health insurance. Uh-uh. But I have my account, but I'm just, I'm just need to make a, to give, um, Crown Staffing my account button with the number for my payment. I don't- Okay, it was just about benefits. Do you want to enroll in the benefits or do you want to opt out of benefits, is what the text message is informing you of? Excuse me? I said what the text message is informing you of, letting you know that you would be automatically enrolled into a medical plan after 30 days. So you have the option to either accept it or the option to opt out of it. It's for health insurance. Okay. Okay. Is there anything else I can help you out with today? Okay.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Express. We're just, uh, here to help today.

Speaker speaker_1: Good morning. But I'm left here from the message. I am on the number, I'm just calling. Um, what's going on?

Speaker speaker_0: Do you mind reading out the text message for me, please?

Speaker speaker_1: Okay.

Speaker speaker_0: Read the text message so I can help further assist you.

Speaker speaker_1: But I'm just read the text, the text message. It says that, "Crown Staffing, um, congrats on your job. Would you quite want... You will be up, updated for benefits within 20, 20 dual day called BIC. Have to make change before your window close."

Speaker speaker_0: Yeah, so the text message you received which is congratulating you on a job with Crown and letting you know that-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... you would be automatically enrolled into one of the medical plans offered through them. So, you have the option to either accept it or the option to opt out of it for health insurance.

Speaker speaker_1: Uh-uh. But I have my account, but I'm just, I'm just need to make a, to give, um, Crown Staffing my account button with the number for my payment. I don't-

Speaker speaker_0: Okay, it was just about benefits. Do you want to enroll in the benefits or do you want to opt out of benefits, is what the text message is informing you of?

Speaker speaker_1: Excuse me?

Speaker speaker_0: I said what the text message is informing you of, letting you know that you would be automatically enrolled into a medical plan after 30 days. So you have the option to either accept it or the option to opt out of it. It's for health insurance.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Is there anything else I can help you out with today?

Speaker speaker_1: Okay.