

Transcript: Justin

Mills-6414878026940416-6320572893151232

Full Transcript

Thank you for calling Benefits and Occurred. This is Justin. How can I help you today? Oh, hi. Yes, sir. Um, I was trying to de-, uh, decline enrollment for the Crown Insurance. Um- Okay, so Crown Services? ... and I had to call you guys to do that. Yeah, so Crown Services, what's the last four of your social? 1369. I don't even know how I enrolled in the first place, to be honest with you. I just know my, my, um, girlfriend had actually just now realized, you know, how much taxes are being taken out of my check, and that I di- I wasn't claiming myself when I had this insurance on there, and I had no idea. Um, well, I do know that Crown Services usually automatically enrolls their new hires into that medical plan. However, um, what was your first and last name, so I can pull your file for you? It's Trevor Smith. And for security purposes, could you verify your home address, including city, state and zip code, Trevor? Yeah. 283 Redwood Drive, uh, Dry Ridge, Kentucky, 41035. And your date of birth? 01/29/02. And a good telephone number has 859-691-1565? Yes, sir. And the email has trevorchurch24@yahoo? Yes, sir. Okay, so looking at the file, it looks like you're not currently enrolled in anything. However, I'll go ahead and opt you out before that does happen. But is there anything else I can assist you with today? They said that I was enrolled in it. Like, when I pull up my, uh, like when I pulled up my information, like, uh, my tax information to fill it out, they've had me fill it out three times now. And, and every time I get on there to update it, it says I have accepted that enrollment, do I want to decline that enrollment? And they said it doesn't matter if I do that, I have to call you guys to decline it. Anyway, it's the first time I've talked to you guys, so I'm just wanting to double-check, are you positive that it's, it's not on there? Correct. Yes, sir, 'cause like I said, looking at your file, you were not enrolled in anything. So, like I said, I went ahead and opted you out before anything happened. Okay, awesome. Um, has anything been taken out at all previously for it? Have I ever enrolled in it? Uh, no, sir. Now, I see that there was a terminated enrollment for February of 2024. Did you work with Crown Services in the past? February 2024? Uh, yeah, I worked with Crown in the past. Okay, so that's probably what happened. So you were auto-enrolled back in 2024, and then the coverage terminated, and then when you came back, you opted out of it just now. So, it shouldn't be coming off your paycheck anymore. So, okay. All right. So, opting out of it, my next paycheck I'll- it won't come out? Correct. Okay. Um, all right. Awesome. Thank you so much. I really appreciate your help. You're welcome. You have a great day, okay? You too. All right, bye-bye. All right. Bye-bye.

Conversation Format

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

Speaker speaker_1: Oh, hi. Yes, sir. Um, I was trying to de-, uh, decline enrollment for the Crown Insurance. Um-

Speaker speaker_0: Okay, so Crown Services?

Speaker speaker_1: ... and I had to call you guys to do that.

Speaker speaker_0: Yeah, so Crown Services, what's the last four of your social?

Speaker speaker_1: 1369. I don't even know how I enrolled in the first place, to be honest with you. I just know my, my, um, girlfriend had actually just now realized, you know, how much taxes are being taken out of my check, and that I di- I wasn't claiming myself when I had this insurance on there, and I had no idea.

Speaker speaker_0: Um, well, I do know that Crown Services usually automatically enrolls their new hires into that medical plan. However, um, what was your first and last name, so I can pull your file for you?

Speaker speaker_1: It's Trevor Smith.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code, Trevor?

Speaker speaker_1: Yeah. 283 Redwood Drive, uh, Dry Ridge, Kentucky, 41035.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 01/29/02.

Speaker speaker_0: And a good telephone number has 859-691-1565?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email has trevorchurch24@yahoo?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay, so looking at the file, it looks like you're not currently enrolled in anything. However, I'll go ahead and opt you out before that does happen. But is there anything else I can assist you with today?

Speaker speaker_1: They said that I was enrolled in it. Like, when I pull up my, uh, like when I pulled up my information, like, uh, my tax information to fill it out, they've had me fill it out three times now. And, and every time I get on there to update it, it says I have accepted that enrollment, do I want to decline that enrollment? And they said it doesn't matter if I do that, I have to call you guys to decline it. Anyway, it's the first time I've talked to you guys, so I'm just wanting to double-check, are you positive that it's, it's not on there?

Speaker speaker_0: Correct. Yes, sir, 'cause like I said, looking at your file, you were not enrolled in anything. So, like I said, I went ahead and opted you out before anything

happened.

Speaker speaker_1: Okay, awesome. Um, has anything been taken out at all previously for it? Have I ever enrolled in it?

Speaker speaker_0: Uh, no, sir. Now, I see that there was a terminated enrollment for February of 2024. Did you work with Crown Services in the past?

Speaker speaker_1: February 2024? Uh, yeah, I worked with Crown in the past.

Speaker speaker_0: Okay, so that's probably what happened. So you were auto-enrolled back in 2024, and then the coverage terminated, and then when you came back, you opted out of it just now. So, it shouldn't be coming off your paycheck anymore.

Speaker speaker_1: So, okay. All right. So, opting out of it, my next paycheck I'll- it won't come out?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay. Um, all right. Awesome. Thank you so much. I really appreciate your help.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: You too. All right, bye-bye.

Speaker speaker_0: All right. Bye-bye.