

## Transcript: Malcolm

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### Full Transcript

I was wonder- Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Uh, can you give me one second, Michael? Um, what's your name again? Malcolm. Malcolm, can you give me one second, please? Yes, ma'am. Hey, Malcolm. I just got a text from you guys. I was wondering what this was. What did the text message say, ma'am? Um, the text message says, it guesses it's the benefits. It says, "Congratulations on, congratulations on your job with Crown. You will be opted into benefits within 30 days. Call BIT at this number to make changes before window close." So that's the automatic text that goes out to new hires with Crown congratulating them on getting the job and letting them know that they have either 30 days to either get enrolled or decline the health insurance options offered through Crown or they'll be auto-unenrolled. Are you issued an ICM before? Say that again, sir. I heard that part, but you were with the and part. So, y- you can decline that. It's health insurance offered through Crown Services and it's just automatic- What kind of insurance y'all got? So, it depends on what you... They offer you multiple plans. I would have to pull up their- Y'all got eye insurance, dental insurance? Yes, ma'am. And this will come out of the check, out of the check they gave you? Weekly? Yes, ma'am. It'll come out of your paycheck weekly. Mm. For how much? It depends on what you get enrolled into. What's the last four of your social? It's 3013. First name? Diana. D-I-A-N-N-A. Last name? Maley. M-A-L-E-Y. For security purposes, can you verify your address and date of birth for me? Um, Michael, I'ma call you. I'ma call back because I gotta still see 'cause I, I, I don't even have the job that I was working with Crown at the moment, and I have to see what's going on with that first, okay? Okay, that's fine. All right. Thank you so much. No problem. You have a great day.

### Conversation Format

Speaker speaker\_0: I was wonder-

Speaker speaker\_1: Thanks for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker\_0: Uh, can you give me one second, Michael? Um, what's your name again?

Speaker speaker\_1: Malcolm.

Speaker speaker\_0: Malcolm, can you give me one second, please?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Hey, Malcolm. I just got a text from you guys. I was wondering what this was.

Speaker speaker\_1: What did the text message say, ma'am?

Speaker speaker\_0: Um, the text message says, it guesses it's the benefits. It says, "Congratulations on, congratulations on your job with Crown. You will be opted into benefits within 30 days. Call BIT at this number to make changes before window close."

Speaker speaker\_1: So that's the automatic text that goes out to new hires with Crown congratulating them on getting the job and letting them know that they have either 30 days to either get enrolled or decline the health insurance options offered through Crown or they'll be auto-unenrolled.

Speaker speaker\_2: Are you issued an ICM before?

Speaker speaker\_0: Say that again, sir. I heard that part, but you were with the and part.

Speaker speaker\_1: So, y- you can decline that. It's health insurance offered through Crown Services and it's just automatic-

Speaker speaker\_0: What kind of insurance y'all got?

Speaker speaker\_1: So, it depends on what you... They offer you multiple plans. I would have to pull up their-

Speaker speaker\_0: Y'all got eye insurance, dental insurance?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And this will come out of the check, out of the check they gave you?

Speaker speaker\_1: Weekly? Yes, ma'am. It'll come out of your paycheck weekly.

Speaker speaker\_0: Mm. For how much?

Speaker speaker\_1: It depends on what you get enrolled into. What's the last four of your social?

Speaker speaker\_0: It's 3013.

Speaker speaker\_1: First name?

Speaker speaker\_0: Diana. D-I-A-N-N-A.

Speaker speaker\_1: Last name?

Speaker speaker\_0: Maley. M-A-L-E-Y.

Speaker speaker\_1: For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_0: Um, Michael, I'ma call you. I'ma call back because I gotta still see 'cause I, I, I don't even have the job that I was working with Crown at the moment, and I have to see

what's going on with that first, okay?

Speaker speaker\_1: Okay, that's fine.

Speaker speaker\_0: All right. Thank you so much.

Speaker speaker\_1: No problem. You have a great day.