

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hi, there. I got a text message from you guys. Um- What did the text say, sir? Uh, what was that? So what does the text message say? Uh, something about my benefits. Uh, "Congrats on your job. Uh, you will be opted into benefits in 30 days. Call BIC to make changes before your window closes." So what staffing company do you work for? Uh, Crown. So that's a automatic text that goes out to new hires congratulating them on the job with Crown and letting them know that they have 30 days to either get enrolled into the health insurance offer or decline the health insurance or they'll just be auto-enrolled into any C plan that they have to offer. Oh, okay. Next, did you want me to decline the coverage for you or you want to get enrolled? Um, you can enroll me. Let me know what plans you're interested in. Uh, I- I don't know anything. Is there like a website I can go to? Yes, sir. You could go to, whenever you're ready I can give you that website. All right, I'm ready for it. So it'll be www.m as in Mike, y as in yankee, b as in bravo, i as in igloo, a as in apple, c as in charlie.com/crownservices. And then when you go to that website you want to hit Download Documents and you're gonna hit Benefits Guide for Active Employees to look at the plans that they have to offer. All right. I got it. Okay. And if you wanted to get enrolled, did you want me to decline it in the meantime or did you just want to look over it first? Um, well, I'm driving. It's not the best time, so I will call you guys, uh, back later tomorrow. Okay. And get the ball rolling. Okay. So we're open 8:00 AM to 8:00 PM Eastern Time, Monday through Friday. But we will be closed tomorrow and Wednesday- Oh. ... due to the holidays. Yeah. So I'll call you guys Thursday. Okay. Well, was there anything else I could help you with today, sir? Nope, that is all. Great. Thanks for calling Benefits in the Car. I hope you have a great holiday, man. You too. Thank you. See you.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker_2: Hi, there. I got a text message from you guys. Um-

Speaker speaker_1: What did the text say, sir?

Speaker speaker_2: Uh, what was that?

Speaker speaker_1: So what does the text message say?

Speaker speaker_2: Uh, something about my benefits. Uh, "Congrats on your job. Uh, you will be opted into benefits in 30 days. Call BIC to make changes before your window closes."

Speaker speaker_1: So what staffing company do you work for?

Speaker speaker_2: Uh, Crown.

Speaker speaker_1: So that's a automatic text that goes out to new hires congratulating them on the job with Crown and letting them know that they have 30 days to either get enrolled into the health insurance offer or decline the health insurance or they'll just be auto-enrolled into any C plan that they have to offer.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Next, did you want me to decline the coverage for you or you want to get enrolled?

Speaker speaker_2: Um, you can enroll me.

Speaker speaker_1: Let me know what plans you're interested in.

Speaker speaker_2: Uh, I- I don't know anything. Is there like a website I can go to?

Speaker speaker_1: Yes, sir. You could go to, whenever you're ready I can give you that website.

Speaker speaker_2: All right, I'm ready for it.

Speaker speaker_1: So it'll be www.m as in Mike, y as in yankee, b as in bravo, i as in igloo, a as in apple, c as in charlie.com/crownservices. And then when you go to that website you want to hit Download Documents and you're gonna hit Benefits Guide for Active Employees to look at the plans that they have to offer.

Speaker speaker_2: All right. I got it.

Speaker speaker_1: Okay. And if you wanted to get enrolled, did you want me to decline it in the meantime or did you just want to look over it first?

Speaker speaker_2: Um, well, I'm driving. It's not the best time, so I will call you guys, uh, back later tomorrow.

Speaker speaker_1: Okay.

Speaker speaker_2: And get the ball rolling.

Speaker speaker_1: Okay. So we're open 8:00 AM to 8:00 PM Eastern Time, Monday through Friday. But we will be closed tomorrow and Wednesday-

Speaker speaker_2: Oh.

Speaker speaker_1: ... due to the holidays.

Speaker speaker_2: Yeah. So I'll call you guys Thursday.

Speaker speaker_1: Okay. Well, was there anything else I could help you with today, sir?

Speaker speaker_2: Nope, that is all.

Speaker speaker_1: Great. Thanks for calling Benefits in the Car. I hope you have a great holiday, man.

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: See you.