

## **Transcript: Malcolm**

**Nash-6671631306932224-6704002542551040**

### **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, Malcolm. My name is Sarah. I got a message, a text message over the phone that said, "Congrats on your job with Crown. You'll be opted into benefits within 30 days. Call at 1-800-496-4856 to make changes before your window closes." I wasn't sure what that was, um, referring to. So that's an automatic text that goes out to new hires with Crown, congratulating them on getting a job, excuse me, and letting them know that they have 30 days to either get enrolled or decline their coverage, or they'll be auto-enrolled into the plan that they have to offer. As far, if- Okay. ... the plan is- So there is a job opening somewhere? No, so the sound, it takes- Is that what it means? You've already gotten a job. It's, it's letting you know you have 30 days to get enrolled or decline the coverage. The health insurance offered through Crown. But I'm not working at this time because they let me go. Okay. So you might have just been a part of an auto... Because that message is automatic, so maybe they just didn't mean to text you- Oh, okay. So it's a garbage message. Yeah. If you're no longer using Crown- Okay, I just- ... services, then you can ignore that. Okay, because I know that I, um, told them, like, if a job comes up to please get ahold of me. I understand. Yeah. If that... If you... I don't... I wouldn't be able to tell you if any jobs are available, and that's something you have to reach out to Crown to directly. Okay, that was something, I think her name was Deanna or something like that, I would have to talk to her about. If you, if you... Uh, yes, ma'am. I wouldn't be able to... Again, I wouldn't be able to tell you if you did get a job, but I do know that that's a automatic text. Okay. All right. So just letting you know Uh- ... the health insurance with Crown. Okay. Thank you. No problem. Was there anything else I could help you with today? No, but even though I'm not working, the benefits aren't there. No, ma'am. You wouldn't- Correct. ... be able to get en- You wouldn't be able to get enrolled unless you're working with the staffing company. Right. Okay. Thank you so much. No problem, ma'am. Was there anything else I can help you with today? Not at this time. Thank you so much, Malcolm. No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your week. You too. Thank you. Thank you. Bye. Bye.

### **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, Malcolm. My name is Sarah. I got a message, a text message over the phone that said, "Congrats on your job with Crown. You'll be opted into benefits within 30 days. Call at 1-800-496-4856 to make changes before your window closes." I wasn't sure what that was, um, referring to.

Speaker speaker\_1: So that's an automatic text that goes out to new hires with Crown, congratulating them on getting a job, excuse me, and letting them know that they have 30 days to either get enrolled or decline their coverage, or they'll be auto-enrolled into the plan that they have to offer. As far, if-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... the plan is-

Speaker speaker\_2: So there is a job opening somewhere?

Speaker speaker\_1: No, so the sound, it takes-

Speaker speaker\_2: Is that what it means?

Speaker speaker\_1: You've already gotten a job. It's, it's letting you know you have 30 days to get enrolled or decline the coverage. The health insurance offered through Crown.

Speaker speaker\_2: But I'm not working at this time because they let me go.

Speaker speaker\_1: Okay. So you might have just been a part of an auto... Because that message is automatic, so maybe they just didn't mean to text you-

Speaker speaker\_2: Oh, okay. So it's a garbage message.

Speaker speaker\_1: Yeah. If you're no longer using Crown-

Speaker speaker\_2: Okay, I just-

Speaker speaker\_1: ... services, then you can ignore that.

Speaker speaker\_2: Okay, because I know that I, um, told them, like, if a job comes up to please get ahold of me.

Speaker speaker\_1: I understand. Yeah. If that... If you... I don't... I wouldn't be able to tell you if any jobs are available, and that's something you have to reach out to Crown to directly.

Speaker speaker\_2: Okay, that was something, I think her name was Deanna or something like that, I would have to talk to her about.

Speaker speaker\_1: If you, if you... Uh, yes, ma'am. I wouldn't be able to... Again, I wouldn't be able to tell you if you did get a job, but I do know that that's a automatic text.

Speaker speaker\_2: Okay. All right.

Speaker speaker\_1: So just letting you know

Speaker speaker\_3: Uh-

Speaker speaker\_1: ... the health insurance with Crown.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: No problem. Was there anything else I could help you with today?

Speaker speaker\_2: No, but even though I'm not working, the benefits aren't there.

Speaker speaker\_1: No, ma'am. You wouldn't-

Speaker speaker\_2: Correct.

Speaker speaker\_1: ... be able to get en- You wouldn't be able to get enrolled unless you're working with the staffing company.

Speaker speaker\_2: Right. Okay. Thank you so much.

Speaker speaker\_1: No problem, ma'am. Was there anything else I can help you with today?

Speaker speaker\_2: Not at this time. Thank you so much, Malcolm.

Speaker speaker\_1: No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker\_2: You too. Thank you.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: Bye.

Speaker speaker\_1: Bye.