

## Transcript: Pamela

**Blanc-4911413320007680-5125024424443904**

### Full Transcript

Your call may be monitored or recorded for quality assurance services. ... benefits 00000000. Welcome to Crown benefits 00000000. This is Pamela speaking. How may I help you? Hey, greetings, Pamela. I'm currently an employee for Crown Staffing and then I just received a text message saying that I will be enrolled into benefits within 30 days. Okay. So, Crown will auto enroll you in, uh, health insurance if you don't decline it. Uh, so I currently have another job as well and I'm getting their health insurance there- Mm-hmm. Insurance, health insurance through there. But what is your guys' current health insurance? Okay. So we do not like major insurance. Um, they do have a set amount they're going to pay. Anything above that amount will be your responsibility. Okay. Um, like, for example, um, some of the plans will cover \$50 towards a doctor's visit and you will pay the difference. They are pretty basic insurance. Oh, okay. They will cover. Okay. All right. Now- All right. Okay. ... can I have the first four digits of your Social? What's that? If you want to decline the auto- the auto enrollment, I will have to pull up your file. Yeah, I would like to decline it. Okay. May I have the last four digits of your Social? Yeah. It'll be 0606. Your first and last name? My first name will be Osvaldo, O-S-V-A-L-D-O, Espino Fre- Fri- Friday. All right, Mr. Fri- Espino Friday here. Can you please verify your complete address and date of birth for security reasons and to make sure I'm in the correct file? Yeah. So my address is 333 Landau Lane, Wheeling, Illinois and my, my date of birth will be 04/20/2002. All right. Thank you for the information. We have a telephone number on file, 2244784457 and your email is osvaldocollege2024@email.com. Correct. Right. I proceed to do the, um, the declination. Is there anything else I could do for you, sir? That should do it. Thank you so much. All right. Thank you for giving us a call. Have a great rest of the day. You too. Bye-bye. All right. Thank you.

### Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance services.

Speaker speaker\_1: ... benefits 00000000. Welcome to Crown benefits 00000000. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Hey, greetings, Pamela. I'm currently an employee for Crown Staffing and then I just received a text message saying that I will be enrolled into benefits within 30 days.

Speaker speaker\_1: Okay. So, Crown will auto enroll you in, uh, health insurance if you don't decline it.

Speaker speaker\_2: Uh, so I currently have another job as well and I'm getting their health insurance there-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Insurance, health insurance through there. But what is your guys' current health insurance?

Speaker speaker\_1: Okay. So we do not like major insurance. Um, they do have a set amount they're going to pay. Anything above that amount will be your responsibility.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, like, for example, um, some of the plans will cover \$50 towards a doctor's visit and you will pay the difference. They are pretty basic insurance.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: They will cover.

Speaker speaker\_2: Okay. All right.

Speaker speaker\_1: Now-

Speaker speaker\_2: All right. Okay.

Speaker speaker\_1: ... can I have the first four digits of your Social?

Speaker speaker\_2: What's that?

Speaker speaker\_1: If you want to decline the aut- the auto enrollment, I will have to pull up your file.

Speaker speaker\_2: Yeah, I would like to decline it.

Speaker speaker\_1: Okay. May I have the last four digits of your Social?

Speaker speaker\_2: Yeah. It'll be 0606.

Speaker speaker\_1: Your first and last name?

Speaker speaker\_2: My first name will be Osvaldo, O-S-V-A-L-D-O, Espino Fre- Fri- Friday.

Speaker speaker\_1: All right, Mr. Fri- Espino Friday here. Can you please verify your complete address and date of birth for security reasons and to make sure I'm in the correct file?

Speaker speaker\_2: Yeah. So my address is 333 Landau Lane, Wheeling, Illinois and my, my date of birth will be 04/20/2002.

Speaker speaker\_1: All right. Thank you for the information. We have a telephone number on file, 2244784457 and your email is osvaldocollege2024@email.com.

Speaker speaker\_2: Correct.

Speaker speaker\_1: Right. I proceed to do the, um, the declination. Is there anything else I could do for you, sir?

Speaker speaker\_2: That should do it. Thank you so much.

Speaker speaker\_1: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker\_2: You too. Bye-bye.

Speaker speaker\_1: All right. Thank you.