

Transcript: Pamela

Blanc-4994330082721792-5803518094524416

Full Transcript

I'm, like, fucking scared. Hello? Yeah, so how may I help you? Hi, I was just calling because, um, I had never gotten an email to pick my insurance plan for my dental, and I was just calling to see if they had placed me on one or if I could get enrolled or what was going on, because I had just started not too long ago with my job. And she just gave me a card number. Uh, Crown Staffing. I have the last four digits of your Social so I can pull up your file. 2415. 3415? 2415. Thank you. Your first and last name, ma'am? Sabrina Beesley. This is only for security reasons. Just to make sure we are in the correct file, I need to verify the complete address and date of birth. 12-7-2000, 936 Strive Lane, Number 118, Bowling Green, Kentucky 42103. Thank you for the information. We have a phone number on file 270-306-0690 and sbesley1921@cloud.com. At gmail... at outlook.com, yes. I'm sorry. Sorry . Uh, let's see. You were auto enrolled in the preventive care that they offer. Okay, um- Open enrollment... Go ahead? Is there any way to up that to the highest one? No, not at this time. You, the only thing you could do right now is cancel because you, uh, open enrollment period already passed, or you got to wait for company open enrollment. Let me see when Crown does open enrollment. No. Okay, so Crown already did open enrollment. The last day was back in January 3rd. So you're going to have to wait until a Qualifyfe event or company open enrollment. Okay. Um, could you give me my ID and proof because I never even got a call? No, I mean just know you are auto enrolled, but your benefits still pending to start. Um- When the... When, when we receive the first premium from Crown, um, the following Monday your benefits will start, and then you will receive the ID within seven to 10 days. When you see the deduction on your payroll for \$15.67, that says, um, MEC, um, that is us. And then the following Monday the benefits should be active. Okay, thank you. All right, thank you for giving us a call. Have a great rest of the day.

Conversation Format

Speaker speaker_0: I'm, like, fucking scared.

Speaker speaker_1: Hello?

Speaker speaker_2: Yeah, so how may I help you?

Speaker speaker_0: Hi, I was just calling because, um, I had never gotten an email to pick my insurance plan for my dental, and I was just calling to see if they had placed me on one or if I could get enrolled or what was going on, because I had just started not too long ago with my job. And she just gave me a card number. Uh, Crown Staffing.

Speaker speaker_2: I have the last four digits of your Social so I can pull up your file.

Speaker speaker_0: 2415.

Speaker speaker_2: 3415?

Speaker speaker_0: 2415.

Speaker speaker_2: Thank you. Your first and last name, ma'am?

Speaker speaker_0: Sabrina Beesley.

Speaker speaker_2: This is only for security reasons. Just to make sure we are in the correct file, I need to verify the complete address and date of birth.

Speaker speaker_0: 12-7-2000, 936 Strive Lane, Number 118, Bowling Green, Kentucky 42103.

Speaker speaker_2: Thank you for the information. We have a phone number on file 270-306-0690 and sbesley1921@cloud.com.

Speaker speaker_0: At gmail... at outlook.com, yes.

Speaker speaker_2: I'm sorry. Sorry . Uh, let's see. You were auto enrolled in the preventive care that they offer.

Speaker speaker_0: Okay, um-

Speaker speaker_2: Open enrollment... Go ahead?

Speaker speaker_0: Is there any way to up that to the highest one?

Speaker speaker_2: No, not at this time. You, the only thing you could do right now is cancel because you, uh, open enrollment period already passed, or you got to wait for company open enrollment. Let me see when Crown does open enrollment. No. Okay, so Crown already did open enrollment. The last day was back in January 3rd. So you're going to have to wait until a Qualifyfe event or company open enrollment.

Speaker speaker_0: Okay. Um, could you give me my ID and proof because I never even got a call?

Speaker speaker_2: No, I mean just know you are auto enrolled, but your benefits still pending to start.

Speaker speaker_0: Um-

Speaker speaker_2: When the... When, when we receive the first premium from Crown, um, the following Monday your benefits will start, and then you will receive the ID within seven to 10 days. When you see the deduction on your payroll for \$15.67, that says, um, MEC, um, that is us. And then the following Monday the benefits should be active.

Speaker speaker_0: Okay, thank you.

Speaker speaker_2: All right, thank you for giving us a call. Have a great rest of the day.