

Transcript: Pamela

Blanc-5535257583861760-5111375584477184

Full Transcript

Thank you for calling Benefits Center of Course. This is Emily speaking, how may I help you? Hi, um, I called this number because I got a text message saying, um, "Congrats on your job with Crown. We- you will be opted in to benefits within 30 days. Call back, uh, this number to make changes before the window closes." Um, do I ha- does that mean that I have benefits now? Or am I calling to get benefits? And what kind of benefits do they have? Do you guys have, yeah. So, they're letting you know that you could be claimed the auto enrollment that they do. So enrolled in different plans, uh, any of the different plans that they offer. This is medical benefits. Um, they also dental, vision. And if you would like, I could email you the benefit guide so you can see what they offer, and if you don't... If you would like also, I could decline now, like the auto enrollment, and then if you decide to enroll you still have the same time, the ni- the si- the, sorry, the 30 days from your first pay to enroll. If you don't, then you don't have to worry about calling back to decline. Okay, I would like to enroll, um, um, uh, can I sign into all by myself, or would I need- Yeah. ... help from? You could go online. You could go online. It is, um- Okay. ... it's my... Oh. Let me make sure I give you the correct, um, site, bear with me. Um, it will be my B-I-C-B-I-A-C.com/crownservices. You said, "my B-I-C-B-I-A-C.com?" A-C, yes, /crownservices. Uh, it's not trying, it's not working for me. Okay, so that will be- Oh. ... www.my, b as in boy, i as in ice cube, a as in apple, d as in charlie.com, and then, um- Oh,..... what happened? So my big, b-i-g, C? B-I-S-B. B-I-A-C? Yes. Okay..... Then the.com/crownservices. Okay. It's saying, "Webpage not found." I hope I'm... You said y- you'll email me something, too? I could email you the benefit guide and you will find it, the link there as well. I was gonna try it myself and see if we can... Okay. I want to check..... if it's working. Yeah, it came out for me though. Oh. Hold on. Let me- So it's www.m-y-b-i-a-c.com/crownservices. Mm-hmm. Like m as in monkey, y as in yorkie, b as in- Oh. Mm-hmm. I'm sorry, yes. ... boy. B as in boy. I as in igloo, a as in apple, b as in cat,.com/crownservices. I don't know why it's not working. Oh. Let me, um, let me, um, one second. Let me get this here real quick. Now we... Benefit guide. Can you tell me your email? Um, it should be the color black socks, B-L-A-C-K-S-O-C-K-S, the number two, @icloud.com. Okay.I'm gonna send it from my email, which will be pamela.blanc@benefitsinacard. So that will be easier for you to find it. Give me- Okay. ... one second. And what is your name, ma'am? Morgan Lewis. All right, let me know if you receive it. Check your spam as well. Hello? Hello, what'd you say? Oh, to check if you received it? Oh. No, I haven't, I don't, I haven't got it yet. Okay. It's under my name, Pamela Blanc. I am sending it to the, like you said, sorry, blancsocks2@icloud.com. I- is it spelled S-O-C-K-S with an S at the end? Oh. Okay. Mm-hmm. Okay. @icloud.com? Mm-hmm. I'm gonna send it now from our general email, which is going to be info@benefitsinacard. Our system is running a little slow today. You might receive it, might take a couple of minutes. Okay, that's fine. Uh, I'm

gonna have to go back into work here soon. No problem. Um- If you check your mail later on, if you didn't receive it, just give us a call back and we'll try to resend it. And, uh, for this website, what was it, what was it for again, for benefits or- Yeah, for benefits, to enroll in your health benefits, dental, vision, whatever- Okay. ... and decline the benefits. Okay. All right. Anything else I could help you with, ma'am? Uh, no, that's it. That's all. Thank you. Um- Thank you for giving us a call. Thanks. Have a great rest of the day. You too. Thank you. Bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Center of Course. This is Emily speaking, how may I help you?

Speaker speaker_1: Hi, um, I called this number because I got a text message saying, um, "Congrats on your job with Crown. We- you will be opted in to benefits within 30 days. Call back, uh, this number to make changes before the window closes." Um, do I ha- does that mean that I have benefits now? Or am I calling to get benefits? And what kind of benefits do they have? Do you guys have, yeah.

Speaker speaker_0: So, they're letting you know that you could be claimed the auto enrollment that they do. So enrolled in different plans, uh, any of the different plans that they offer. This is medical benefits. Um, they also dental, vision. And if you would like, I could email you the benefit guide so you can see what they offer, and if you don't... If you would like also, I could decline now, like the auto enrollment, and then if you decide to enroll you still have the same time, the ni- the si- the, sorry, the 30 days from your first pay to enroll. If you don't, then you don't have to worry about calling back to decline.

Speaker speaker_1: Okay, I would like to enroll, um, um, uh, can I sign into all by myself, or would I need-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... help from?

Speaker speaker_0: You could go online. You could go online. It is, um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... it's my...

Speaker speaker_1: Oh.

Speaker speaker_0: Let me make sure I give you the correct, um, site, bear with me. Um, it will be my B-I-C-B-I-A-C.com/crownservices.

Speaker speaker_1: You said, "my B-I-C-B-I-A-C.com?"

Speaker speaker_0: A-C, yes, /crownservices.

Speaker speaker_1: Uh, it's not trying, it's not working for me.

Speaker speaker_0: Okay, so that will be-

Speaker speaker_1: Oh.

Speaker speaker_0: ... www.my, b as in boy, i as in ice cube, a as in apple, d as in charlie.com, and then, um-

Speaker speaker_1: Oh,.....

Speaker speaker_0: ... what happened?

Speaker speaker_1: So my big, b-i-g, C?

Speaker speaker_0: B-I-S-B.

Speaker speaker_1: B-I-A-C?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay.....

Speaker speaker_0: Then the.com/crownservices.

Speaker speaker_1: Okay. It's saying, "Webpage not found." I hope I'm... You said y- you'll email me something, too?

Speaker speaker_0: I could email you the benefit guide and you will find it, the link there as well. I was gonna try it myself and see if we can... Okay. I want to check..... if it's working. Yeah, it came out for me though.

Speaker speaker_1: Oh.

Speaker speaker_0: Hold on. Let me-

Speaker speaker_1: So it's www.m-y-b-i-a-c.com/crownservices.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Like m as in monkey, y as in yorkie, b as in-

Speaker speaker_0: Oh. Mm-hmm. I'm sorry, yes.

Speaker speaker_1: ... boy.

Speaker speaker_0: B as in boy.

Speaker speaker_1: I as in igloo, a as in apple, b as in cat,.com/crownservices. I don't know why it's not working.

Speaker speaker_0: Oh. Let me, um, let me, um, one second. Let me get this here real quick. Now we... Benefit guide. Can you tell me your email?

Speaker speaker_1: Um, it should be the color black socks, B-L-A-C-K-S-O-C-K-S, the number two, @icloud.com.

Speaker speaker_0: Okay. I'm gonna send it from my email, which will be pamelablanc@benefitsinacard. So that will be easier for you to find it. Give me-

Speaker speaker_1: Okay.

Speaker speaker_0: ... one second. And what is your name, ma'am?

Speaker speaker_1: Morgan Lewis.

Speaker speaker_0: All right, let me know if you receive it. Check your spam as well. Hello?

Speaker speaker_1: Hello, what'd you say?

Speaker speaker_0: Oh, to check if you received it?

Speaker speaker_1: Oh. No, I haven't, I don't, I haven't got it yet.

Speaker speaker_0: Okay. It's under my name, Pamela Blanc. I am sending it to the, like you said, sorry, blancsocks2@icloud.com.

Speaker speaker_1: I- is it spelled S-O-C-K-S with an S at the end?

Speaker speaker_0: Oh. Okay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay.

Speaker speaker_1: @icloud.com?

Speaker speaker_0: Mm-hmm. I'm gonna send it now from our general email, which is going to be info@benefitsinacard. Our system is running a little slow today. You might receive it, might take a couple of minutes.

Speaker speaker_1: Okay, that's fine. Uh, I'm gonna have to go back into work here soon.

Speaker speaker_0: No problem.

Speaker speaker_1: Um-

Speaker speaker_0: If you check your mail later on, if you didn't receive it, just give us a call back and we'll try to resend it.

Speaker speaker_1: And, uh, for this website, what was it, what was it for again, for benefits or-

Speaker speaker_0: Yeah, for benefits, to enroll in your health benefits, dental, vision, whatever-

Speaker speaker_1: Okay.

Speaker speaker_0: ... and decline the benefits.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Anything else I could help you with, ma'am?

Speaker speaker_1: Uh, no, that's it. That's all. Thank you. Um-

Speaker speaker_0: Thank you for giving us a call.

Speaker speaker_1: Thanks.

Speaker speaker_0: Have a great rest of the day.

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: Bye.

Speaker speaker_1: Bye.