

Transcript: Pamela

Blanc-5578938689470464-5269372076507136

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? Uh, I just receive a message, um, say, "Congrats on your job with Crown will be up into benefits." I don't understand. Okay, so we are the administrator for health insurance for staffing agency. Mm-hmm. We're letting you know that you could, um, enroll in the benefits, if you would like to. What's the name of the staffing agency you work for? C- uh, Crown Staffing. What's the name? Crown Staffing. Okay. So, Crown is on open enrollment and they're letting you know that you could enroll in the benefits, if you would like to. It's not mandatory, though. It's not... it's not obligatory? Not mandatory. Mm-hmm. So, if, if you want to enroll, you still have until the 3rd of January to enroll in the benefits. Okay. Right. Anything else I could do for you, ma'am? But, uh, what's the next step now? You want to enroll? Do you want to enroll- Uh- ... in the health benefits? I don't know. I don't know what is it. I don't know. Health insurance. Health insur- To go to the doctor. Oh. Yes, I want. Okay. So you're gonna- Uh, ... them, um, dental insurance, vision insurance? Okay. So I need to find your file first. Mm-hmm. May I have the last four digits of your Social? The last what? The four digits of your Social. Uh... I don't have... I don't have... not it in my hands now. Okay. But then you're going to have to give us a call- Mm-hmm. ... because we need that information. Okay. Okay? Okay. We're here from 8:00 AM to 8:00 PM Eastern Time, Monday through Friday. Okay. Okay, understood. All right. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you?

Speaker speaker_2: Uh, I just receive a message, um, say, "Congrats on your job with Crown will be up into benefits." I don't understand.

Speaker speaker_1: Okay, so we are the administrator for health insurance for staffing agency.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: We're letting you know that you could, um, enroll in the benefits, if you would like to. What's the name of the staffing agency you work for?

Speaker speaker_2: C- uh, Crown Staffing.

Speaker speaker_1: What's the name?

Speaker speaker_2: Crown Staffing.

Speaker speaker_1: Okay. So, Crown is on open enrollment and they're letting you know that you could enroll in the benefits, if you would like to. It's not mandatory, though.

Speaker speaker_2: It's not... it's not obligatory?

Speaker speaker_1: Not mandatory.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So, if, if you want to enroll, you still have until the 3rd of January to enroll in the benefits.

Speaker speaker_2: Okay.

Speaker speaker_1: Right. Anything else I could do for you, ma'am?

Speaker speaker_2: But, uh, what's the next step now?

Speaker speaker_1: You want to enroll? Do you want to enroll-

Speaker speaker_2: Uh-

Speaker speaker_1: ... in the health benefits?

Speaker speaker_2: I don't know. I don't know what is it. I don't know.

Speaker speaker_1: Health insurance.

Speaker speaker_2: Health insur-

Speaker speaker_1: To go to the doctor.

Speaker speaker_2: Oh. Yes, I want.

Speaker speaker_1: Okay. So you're gonna-

Speaker speaker_2: Uh,

Speaker speaker_3: ... them, um, dental insurance, vision insurance?

Speaker speaker_1: Okay. So I need to find your file first.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: May I have the last four digits of your Social?

Speaker speaker_2: The last what?

Speaker speaker_1: The four digits of your Social.

Speaker speaker_2: Uh... I don't have... I don't have... not it in my hands now.

Speaker speaker_1: Okay. But then you're going to have to give us a call-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... because we need that information.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay?

Speaker speaker_2: Okay.

Speaker speaker_1: We're here from 8:00 AM to 8:00 PM Eastern Time, Monday through Friday.

Speaker speaker_2: Okay. Okay, understood.

Speaker speaker_1: All right.

Speaker speaker_2: Bye-bye.