

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Benefits 10-05, this is Pamela speaking. How may I help you? Yeah, I'm calling... I'm calling about getting insurance through my company, uh, that I work for. Okay, who do you work for, sir? Uh, Crown Services. Crown Staffing Services. May I have the last four digits of your Social so I can pull up your file? Uh, last four of my Social is 2400. And your first and last name? William Jaycox.

J-A-Y-T-O-X. Mr. Jaycox, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? My complete address is 1380 , 1380 Brookshire, Milford, Ohio, 45150. All right. And what was the date of birth? 1/21/1968.

Thank you for the information. We have a telephone number of file, 513-418-3594. Yes, ma'am. And your email is harleyjaycox69@gmail.com. Right. Okay. So I see that you are enrolled in the benefits. Would you wanna make changes or keep it as it is? Well, I didn't even know I was enrolled in benefits. Um, Crown do auto enroll their members, uh, their employees in a preventive care plan. Uh- Run that by me again? I'm- I'm sorry, I can barely hear ya. Crown auto-enroll their employees when they get hired, after 30 days from the first check. And it's a preventive care plan. That means you didn't receive your ID card? No, I haven't received anything. I heard I missed it last year, so I'm trying to get it early this year, because I got no insurance right now. And what would you like to enroll to? Huh? What plan would you like to enroll? I don't know anything about the plans. Okay. So you're already enrolled in a preventive care plan, which is, um- Mm-hmm. ... let me, give me one second. Because, um... I don't know if you're aware that these are not like major insurance. They only have- Oh, yeah, so I can't get no major insurance through them? No, sir. Oh, okay. That's cool then. Thank you. All right, no problem. Bye-bye. Huh?

Conversation Format

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

Speaker speaker_1: Benefits 10-05, this is Pamela speaking. How may I help you?

Speaker speaker_2: Yeah, I'm calling... I'm calling about getting insurance through my company, uh, that I work for.

Speaker speaker_1: Okay, who do you work for, sir?

Speaker speaker_2: Uh, Crown Services. Crown Staffing Services.

Speaker speaker_1: May I have the last four digits of your Social so I can pull up your file?

Speaker speaker_2: Uh, last four of my Social is 2400.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: William Jaycox. J-A-Y-T-O-X.

Speaker speaker_1: Mr. Jaycox, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_2: My complete address is 1380 , 1380 Brookshire, Milford, Ohio, 45150.

Speaker speaker_1: All right. And what was the date of birth?

Speaker speaker_2: 1/21/1968.

Speaker speaker_1: Thank you for the information. We have a telephone number of file, 513-418-3594.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And your email is harleyjaycox69@gmail.com.

Speaker speaker_2: Right.

Speaker speaker_1: Okay. So I see that you are enrolled in the benefits. Would you wanna make changes or keep it as it is?

Speaker speaker_2: Well, I didn't even know I was enrolled in benefits.

Speaker speaker_1: Um, Crown do auto enroll their members, uh, their employees in a preventive care plan. Uh-

Speaker speaker_2: Run that by me again? I'm- I'm sorry, I can barely hear ya.

Speaker speaker_1: Crown auto-enroll their employees when they get hired, after 30 days from the first check. And it's a preventive care plan. That means you didn't receive your ID card?

Speaker speaker_2: No, I haven't received anything. I heard I missed it last year, so I'm trying to get it early this year, because I got no insurance right now.

Speaker speaker_1: And what would you like to enroll to?

Speaker speaker_2: Huh?

Speaker speaker_1: What plan would you like to enroll?

Speaker speaker_2: I don't know anything about the plans.

Speaker speaker_1: Okay. So you're already enrolled in a preventive care plan, which is, um-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... let me, give me one second. Because, um... I don't know if you're aware that these are not like major insurance. They only have-

Speaker speaker_2: Oh, yeah, so I can't get no major insurance through them?

Speaker speaker_1: No, sir.

Speaker speaker_2: Oh, okay. That's cool then. Thank you.

Speaker speaker_1: All right, no problem.

Speaker speaker_2: Bye-bye. Huh?