

Transcript: Pamela

Blanc-6336592124788736-5553891142746112

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. This recording but for internal calls. This is Crown speaking, how may I help you? Yes, I have a message sent out saying I can get benefits. Uh, I'm working for Crown, but I was wondering what is the benefits I can get? Okay. Can you hear me? So, um, yes. So, you, so you received the text or you try, trying to enroll? I'm already in, so I'm working for Crown. I just started about three weeks and I just got a text while I was at work saying that I need to call this number to get benefits. Okay. So Crown's under section, I mean, sorry, Crown is under company open enrollment period now at this time, so they're letting you know that you could enroll in the benefits if you would like to. Um, if you're already enrolled, they will stay the same unless you wanna make changes. I don't think I'm enrolled. Would you like to enroll? Yes. Have you seen the benefit guide? I have not. May I have the last four digits of your Social? Give me one second. It's 3154. 3154? Yes. And your first and last name? It's Jenna Monroe. Miss Monroe, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? 280 Rolling Way and 9204. Okay. And we have a phone number on file, 270-975-8762? Yes. Okay. All right. So we have a phone number on file, 270-975-8762, email Jenna.monroe@970-9204 gmail.com. Have you seen the benefit guide? Do you know what you'd like to enroll to? I don't. If you would like, I could send you the benefit guide. You still have until January- Is the benefits for like Christmas and stuff or what is it? Health insurance, ma'am. Oh, okay. But they do also have a, uh, auto-enrollment. Um, if, if you would like, I, I mean, um, you could... Let's see. Decline the auto enrollment now and, um, and you'll still have until the third of January to enroll in the benefits just in case you don't wanna be auto-enrolled or if you sign up to enroll at all. So you don't have to worry about calling back. Hello? Hello? Ma'am? Ma'am? We have to disconnect the call due to no response.

Conversation Format

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

Speaker speaker_1: This recording but for internal calls. This is Crown speaking, how may I help you?

Speaker speaker_2: Yes, I have a message sent out saying I can get benefits. Uh, I'm working for Crown, but I was wondering what is the benefits I can get?

Speaker speaker_1: Okay.

Speaker speaker_2: Can you hear me?

Speaker speaker_1: So, um, yes. So, you, so you received the text or you try, trying to enroll?

Speaker speaker_2: I'm already in, so I'm working for Crown. I just started about three weeks and I just got a text while I was at work saying that I need to call this number to get benefits.

Speaker speaker_1: Okay. So Crown's under section, I mean, sorry, Crown is under company open enrollment period now at this time, so they're letting you know that you could enroll in the benefits if you would like to. Um, if you're already enrolled, they will stay the same unless you wanna make changes.

Speaker speaker_2: I don't think I'm enrolled.

Speaker speaker_1: Would you like to enroll?

Speaker speaker_2: Yes.

Speaker speaker_1: Have you seen the benefit guide?

Speaker speaker_2: I have not.

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

Speaker speaker_2: Give me one second. It's 3154.

Speaker speaker_1: 3154?

Speaker speaker_2: Yes.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: It's Jenna Monroe.

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

Speaker speaker_2: 280 Rolling Way and 9204.

Speaker speaker_1: Okay. And we have a phone number on file, 270-975-8762?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. All right. So we have a phone number on file, 270-975-8762, email Jenna.monroe@970-9204 gmail.com. Have you seen the benefit guide? Do you know what you'd like to enroll to?

Speaker speaker_2: I don't.

Speaker speaker_1: If you would like, I could send you the benefit guide. You still have until January-

Speaker speaker_2: Is the benefits for like Christmas and stuff or what is it?

Speaker speaker_1: Health insurance, ma'am.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: But they do also have a, uh, auto-enrollment. Um, if, if you would like, I, I mean, um, you could... Let's see. Decline the auto enrollment now and, um, and you'll still have until the third of January to enroll in the benefits just in case you don't wanna be auto-enrolled or if you sign up to enroll at all. So you don't have to worry about calling back. Hello? Hello? Ma'am? Ma'am? We have to disconnect the call due to no response.