

Transcript: Pearl

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Full Transcript

Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who does live just speaking with? Uh, Leland Smith. And how can I assist you? Uh, I applied for my, uh, benefits and everything, and I still have not received anything for the family plan. Okay, what's the name of the staff agency you work for? Uh, Crown Staffing. Crown. And the last four digits of your Social? Uh, 8744. All right. And if you verify your address and date of birth. 11... 11009 Highway 764 in 10/24/2002. Okay, and what's the city and state? Uh, Whitesville, Kentucky, 42378. Okay, and I have your phone number as 270-315-4433? Yes. All right, so taking a look here, um, your coverage is actually pending still. Uh, looks like your enrollment was processed on the 23rd of February, and it takes one to two weeks to process, um, so it's still pending right now. After you see the first deduction on your payroll, then next Monday you'll become active, and then later that week you'll receive, uh, you'll receive your card in the mail. Okay, so I'm looking at one to two or three weeks? Mm-hmm. Um, could I... Yes. And then you said something about the employee plus family plan? I only have you down for employee-only coverage. Uh, it should have been for family. Do you know where... Do you know how you enrolled? Uh, I just filled out paperwork, and it ask, it asked me for family, and I believe I checked the box for it. 'Cause I don't have, I don't have any forms, um, attached to your file. I'm sorry. Any forms or notes, and the, the coverage I have is for employee only. Well, is there any way that I could change that, or...? Um, the only time that you can make changes is during the first 30 days of receiving your first paycheck or during company open enrollment, um, which, company open enrollment for Crown is... Um... Is the beginning of December. Okay. Is there anything else I can assist you with today? No, ma'am. Thank you so much for calling. You have a great day.

Conversation Format

Speaker speaker_0: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who does live just speaking with?

Speaker speaker_1: Uh, Leland Smith.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Uh, I applied for my, uh, benefits and everything, and I still have not received anything for the family plan.

Speaker speaker_0: Okay, what's the name of the staff agency you work for?

Speaker speaker_1: Uh, Crown Staffing.

Speaker speaker_0: Crown. And the last four digits of your Social?

Speaker speaker_1: Uh, 8744.

Speaker speaker_0: All right. And if you verify your address and date of birth.

Speaker speaker_1: 11... 11009 Highway 764 in 10/24/2002.

Speaker speaker_0: Okay, and what's the city and state?

Speaker speaker_1: Uh, Whitesville, Kentucky, 42378.

Speaker speaker_0: Okay, and I have your phone number as 270-315-4433?

Speaker speaker_1: Yes.

Speaker speaker_0: All right, so taking a look here, um, your coverage is actually pending still. Uh, looks like your enrollment was processed on the 23rd of February, and it takes one to two weeks to process, um, so it's still pending right now. After you see the first deduction on your payroll, then next Monday you'll become active, and then later that week you'll receive, uh, you'll receive your card in the mail.

Speaker speaker_1: Okay, so I'm looking at one to two or three weeks?

Speaker speaker_0: Mm-hmm. Um, could I... Yes. And then you said something about the employee plus family plan? I only have you down for employee-only coverage.

Speaker speaker_1: Uh, it should have been for family.

Speaker speaker_0: Do you know where... Do you know how you enrolled?

Speaker speaker_1: Uh, I just filled out paperwork, and it ask, it asked me for family, and I believe I checked the box for it.

Speaker speaker_0: 'Cause I don't have, I don't have any forms, um, attached to your file. I'm sorry. Any forms or notes, and the, the coverage I have is for employee only.

Speaker speaker_1: Well, is there any way that I could change that, or...?

Speaker speaker_0: Um, the only time that you can make changes is during the first 30 days of receiving your first paycheck or during company open enrollment, um, which, company open enrollment for Crown is... Um... Is the beginning of December.

Speaker speaker_1: Okay.

Speaker speaker_0: Is there anything else I can assist you with today?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: Thank you so much for calling. You have a great day.