

Transcript: Pearl

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Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Uh, Eric Coleman. And how can I assist you? Um, so I got accepted for, uh, open enrollm- or enrollment, and it's not coming out of my check. Okay. So you did enroll. How did you enroll? Over the phone or do- through a, a form? Uh, I think I did it online. I'm through Crown. Okay. What are the last four digits of your Social? 7295. Okay. And can you verify your address and date of birth for me? Uh, 241 Allen Street, Dayton, Ohio and then February the fifth, 2004. Can I get your phone number as 937-786-9483? Yeah. Can I have your email address as BO3master2004@gmail.com? No, that's... I don't want to have that email. I have a new one. Okay. What's the new email? Uh, ericoleman22@icloud.com. You said @icloud.com? Yeah. All righty. Go ahead and update that. When did you start working for Crown? Umm... . Has it been longer than a month? Like... Yeah. It's been over the past 30 days. Okay. Because I don't have any documents or any enrollment for you. Um, I don't even have that you've accessed your account online. Let me take a look. And then the hire date that we have for you is back from 2024. Did you stop working with them and then come back? Yeah. Okay. So what I can do is I can have my main office perform what's called an eligibility review. Um, and what this is, is just our main office contacting Crown to get- to confirm that you are eligible to enroll. Um, if you are eligible, I can, I'll give you a call back and I can enroll you then. Um, and then if you're not eligible, you have to wait for open enrollment with your company unless there's some way you can prove that you did enroll- Okay. ... within those 30 days. But it just, you know, it's however you prefer. I can do the eligibility review and if you're approved, we can go from there. Um, and then if you're denied, we can also go from there. Just however you prefer. Yeah, that's fine. Just call me back when, if- if I'm good or not or... All right. So this process usually takes 24 to 48 hours. Once I do hear back, I'll give you a call and we can go from there. Okay. All righty. Thank you so much for calling. You have a great day. You too.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: Uh, Eric Coleman.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, so I got accepted for, uh, open enrollm- or enrollment, and it's not coming out of my check.

Speaker speaker_0: Okay. So you did enroll. How did you enroll? Over the phone or do-through a, a form?

Speaker speaker_1: Uh, I think I did it online. I'm through Crown.

Speaker speaker_0: Okay. What are the last four digits of your Social?

Speaker speaker_1: 7295.

Speaker speaker_0: Okay. And can you verify your address and date of birth for me?

Speaker speaker_1: Uh, 241 Allen Street, Dayton, Ohio and then February the fifth, 2004.

Speaker speaker_0: Can I get your phone number as 937-786-9483?

Speaker speaker_1: Yeah.

Speaker speaker_0: Can I have your email address as BO3master2004@gmail.com?

Speaker speaker_1: No, that's... I don't want to have that email. I have a new one.

Speaker speaker_0: Okay. What's the new email?

Speaker speaker_1: Uh, ericoleman22@icloud.com.

Speaker speaker_0: You said @icloud.com?

Speaker speaker_1: Yeah.

Speaker speaker_0: All righty. Go ahead and update that. When did you start working for Crown?

Speaker speaker_1: Umm... .

Speaker speaker_0: Has it been longer than a month?

Speaker speaker_1: Like... Yeah. It's been over the past 30 days.

Speaker speaker_0: Okay. Because I don't have any documents or any enrollment for you. Um, I don't even have that you've accessed your account online. Let me take a look. And then the hire date that we have for you is back from 2024. Did you stop working with them and then come back?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So what I can do is I can have my main office perform what's called an eligibility review. Um, and what this is, is just our main office contacting Crown to get- to confirm that you are eligible to enroll. Um, if you are eligible, I can, I'll give you a call back and I can enroll you then. Um, and then if you're not eligible, you have to wait for open enrollment with your company unless there's some way you can prove that you did enroll-

Speaker speaker_1: Okay.

Speaker speaker_0: ... within those 30 days. But it just, you know, it's however you prefer. I can do the eligibility review and if you're approved, we can go from there. Um, and then if you're denied, we can also go from there. Just however you prefer.

Speaker speaker_1: Yeah, that's fine. Just call me back when, if- if I'm good or not or...

Speaker speaker_0: All right. So this process usually takes 24 to 48 hours. Once I do hear back, I'll give you a call and we can go from there.

Speaker speaker_1: Okay.

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

Speaker speaker_1: You too.