

Transcript: Pearl

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Full Transcript

Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who is this person speaking with? This is Jackie Smith. And how can I assist you? Huh? How can I assist you? Somebody just text me something. Because I work, work for Crown? Okay. What does the text message say? Huh? What does the text message say? Wait a minute. It says, "Congratulations on your job with Crown. You will be attained into a benefit within 30 days. How big, big? At this number." Okay. So Crown Services has an auto-enrollment program. If you don't call within 30 days of receiving your first paycheck, um, to either decline the coverage or to enroll in a plan that you like, you're automatically enrolled in a plan that's deducted from your check every week. Okay. So they gave me a card out there, but every time I try to activate it, they say... It wouldn't let me activate it, so go ahead and activate it now? What kind of card? Um, did you receive it in the mail or they gave it to you at the staff meeting, you see? They gave it to me at the staff. All right. I believe that's your payroll card. That wouldn't be healthcare benefits. Um, the healthcare benefits card either go to your email or to your residence. Um, that card is probably your pay card. You would have to speak to them about activating that one. Yeah, it's my pay card. Okay. Yeah, you'd have to talk to the agency about activating your pay card. Um, the text messages were talking about healthcare benefits. Um, if you wanted to enroll or decline, you would have to do that within 30 days of it should be in your first paycheck. Oh, okay. Okay. I gotcha. All right. Do you have any other questions?

Conversation Format

Speaker speaker_0: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who is this person speaking with?

Speaker speaker_1: This is Jackie Smith.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Huh?

Speaker speaker_0: How can I assist you?

Speaker speaker_1: Somebody just text me something. Because I work, work for Crown?

Speaker speaker_0: Okay. What does the text message say?

Speaker speaker_1: Huh?

Speaker speaker_0: What does the text message say?

Speaker speaker_1: Wait a minute. It says, "Congratulations on your job with Crown. You will be attained into a benefit within 30 days. How big, big? At this number."

Speaker speaker_0: Okay. So Crown Services has an auto-enrollment program. If you don't call within 30 days of receiving your first paycheck, um, to either decline the coverage or to enroll in a plan that you like, you're automatically enrolled in a plan that's deducted from your check every week.

Speaker speaker_1: Okay. So they gave me a card out there, but every time I try to activate it, they say... It wouldn't let me activate it, so go ahead and activate it now?

Speaker speaker_0: What kind of card? Um, did you receive it in the mail or they gave it to you at the staff meeting, you see?

Speaker speaker_1: They gave it to me at the staff.

Speaker speaker_0: All right. I believe that's your payroll card. That wouldn't be healthcare benefits. Um, the healthcare benefits card either go to your email or to your residence. Um, that card is probably your pay card. You would have to speak to them about activating that one.

Speaker speaker_1: Yeah, it's my pay card. Okay.

Speaker speaker_0: Yeah, you'd have to talk to the agency about activating your pay card. Um, the text messages were talking about healthcare benefits. Um, if you wanted to enroll or decline, you would have to do that within 30 days of it should be in your first paycheck.

Speaker speaker_1: Oh, okay. Okay. I gotcha. All right.

Speaker speaker_0: Do you have any other questions?