

## Transcript: Pearl

**Rojas-5626005396865024-5813469042393088**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning, thank you for calling Benefits in a Card. My name is Pearl, who else would I be speaking with? Uh, Dakota. And how can I assist you? I enrolled for the benefits, like, just the health insurance and it's, I'm going through Crown Staffing at Oakwood and I did, I'm supposed to get an email about my insurance card after 30 days, and I was just curious on when I'm gonna get the email. Okay. Well, what's the last four digits of your Social? 4277. And if you can confirm your address and date of birth. 418 South Main Street, 110701. And what's the city and state? Uh, Somerset, Kentucky. Okay, and I have your phone number as 606-340-6388? Yep. Okay. Can I get your last name, your first name at gmail.com? Yep. It bears me one moment. Okay. So, and where did you fill, where did you sign up for coverage? Uh, when I went to my interview in Crown. 'Cause we don't have any- anything showing that you enrolled in coverage. We don't have an enrollment form, we don't have, um, that you're logged into your account online. I filled it out. I'm sorry, what was your- She, uh, I filled it out and she sent it in the day of my interview and it said it'd take 30 days. Mm-hmm. Um... So I don't have that enrollment form. So we can do one of two things. Um, you can reach out to Crown and see what happened with that form, or I can enroll you right now. You are in open enrollment for your company. Um, so I can enroll you right now. I just got off the phone with her. I just got off the phone with her and she said I was enrolled, that I had the form, that she s- it's already been sent off and everything. She said it's an immediate send to you guys whenever it's filled out and- And we don't- ... that she'd check it all there. We don't have any... Because I have a doctor's appointment today and I scheduled it for today because I was supposed to have my insurance card by say. Yeah, but I'm not sure we received any, any enrollment forms or anything on your account. Yeah, it's all right, I'll just, uh, I just want to go to the doctor. I'll just die, that's all. Thank you.

### Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Good morning, thank you for calling Benefits in a Card. My name is Pearl, who else would I be speaking with?

Speaker speaker\_2: Uh, Dakota.

Speaker speaker\_1: And how can I assist you?

Speaker speaker\_2: I enrolled for the benefits, like, just the health insurance and it's, I'm going through Crown Staffing at Oakwood and I did, I'm supposed to get an email about my insurance card after 30 days, and I was just curious on when I'm gonna get the email.

Speaker speaker\_1: Okay. Well, what's the last four digits of your Social?

Speaker speaker\_2: 4277.

Speaker speaker\_1: And if you can confirm your address and date of birth.

Speaker speaker\_2: 418 South Main Street, 110701.

Speaker speaker\_1: And what's the city and state?

Speaker speaker\_2: Uh, Somerset, Kentucky.

Speaker speaker\_1: Okay, and I have your phone number as 606-340-6388?

Speaker speaker\_2: Yep.

Speaker speaker\_1: Okay. Can I get your last name, your first name at gmail.com?

Speaker speaker\_2: Yep.

Speaker speaker\_1: It bears me one moment. Okay. So, and where did you fill, where did you sign up for coverage?

Speaker speaker\_2: Uh, when I went to my interview in Crown.

Speaker speaker\_1: 'Cause we don't have any- anything showing that you enrolled in coverage. We don't have an enrollment form, we don't have, um, that you're logged into your account online.

Speaker speaker\_2: I filled it out.

Speaker speaker\_1: I'm sorry, what was your-

Speaker speaker\_2: She, uh, I filled it out and she sent it in the day of my interview and it said it'd take 30 days.

Speaker speaker\_1: Mm-hmm. Um... So I don't have that enrollment form. So we can do one of two things. Um, you can reach out to Crown and see what happened with that form, or I can enroll you right now. You are in open enrollment for your company. Um, so I can enroll you right now.

Speaker speaker\_2: I just got off the phone with her. I just got off the phone with her and she said I was enrolled, that I had the form, that she s- it's already been sent off and everything. She said it's an immediate send to you guys whenever it's filled out and-

Speaker speaker\_1: And we don't-

Speaker speaker\_2: ... that she'd check it all there.

Speaker speaker\_1: We don't have any...

Speaker speaker\_2: Because I have a doctor's appointment today and I scheduled it for today because I was supposed to have my insurance card by say.

Speaker speaker\_1: Yeah, but I'm not sure we received any, any enrollment forms or anything on your account.

Speaker speaker\_2: Yeah, it's all right, I'll just, uh, I just want to go to the doctor. I'll just die, that's all. Thank you.