

Transcript: Pearl

Rojas-5806326819110912-6563328629456896

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling for benefits and a card. My name is Cheryl. How may I assist you with? This is Jimmy Barnes. I received a text message from you guys about a job, the benefits, the 30 days. It just came to my phone. I'm confused on what it is. Okay, I'm sorry. What does the text message say? The text message says, it say, "Congratulations on your job with Crown. You will be opted to benefits within 30 days. Call BIC at the number on your card to make a change before your window close." Okay. So, Crown Services offers healthcare benefits to their employees, medical, dental, vision, short-term disability, stuff like that. The price depends on how many plans you choose and who you choose to cover. It's something that's deducted from your check every week. If you don't call to enroll in a plan that you like or to decline the coverage altogether, Crown automatically enrolls you in a plan that's deducted from your check. They d- they... You said they do what again? Can you say the last part again? If y- if you don't call to decline or pick a plan that you like, they automatically enroll you in a plan that's deducted from your check every week. So they gonna pay for it regardless? If you don't decline it, they enroll you and it's deducted. How much is deducted a, a, a week or a month or however? So if it's, if it's plans you choose, it depends on how many plans you choose. If you're talking about the auto enrollment, the plan that's automatically, um, chosen if you don't decline, it's \$15.67 a week and it's a preventative health plan. Okay. I don't have a job with them. I don't have a job through Crown right now though. That's the, that's what I'm confused about. Okay. Then you can ignore the message. When you apply for a job with the staffing agency, they send a text message to all the numbers they have registered, um, with their agency. Mm-hmm. But if you're not working with them then it doesn't apply. Okay, thank you. Have a great day.

Conversation Format

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

Speaker speaker_1: Hi, good morning. Thank you for calling for benefits and a card. My name is Cheryl. How may I assist you with?

Speaker speaker_2: This is Jimmy Barnes. I received a text message from you guys about a job, the benefits, the 30 days. It just came to my phone. I'm confused on what it is.

Speaker speaker_1: Okay, I'm sorry. What does the text message say?

Speaker speaker_2: The text message says, it say, "Congratulations on your job with Crown. You will be opted to benefits within 30 days. Call BIC at the number on your card to make a change before your window close."

Speaker speaker_1: Okay. So, Crown Services offers healthcare benefits to their employees, medical, dental, vision, short-term disability, stuff like that. The price depends on how many plans you choose and who you choose to cover. It's something that's deducted from your check every week. If you don't call to enroll in a plan that you like or to decline the coverage altogether, Crown automatically enrolls you in a plan that's deducted from your check.

Speaker speaker_2: They d- they... You said they do what again? Can you say the last part again?

Speaker speaker_1: If y- if you don't call to decline or pick a plan that you like, they automatically enroll you in a plan that's deducted from your check every week.

Speaker speaker_2: So they gonna pay for it regardless?

Speaker speaker_1: If you don't decline it, they enroll you and it's deducted.

Speaker speaker_2: How much is deducted a, a, a week or a month or however?

Speaker speaker_1: So if it's, if it's plans you choose, it depends on how many plans you choose. If you're talking about the auto enrollment, the plan that's automatically, um, chosen if you don't decline, it's \$15.67 a week and it's a preventative health plan.

Speaker speaker_2: Okay. I don't have a job with them. I don't have a job through Crown right now though. That's the, that's what I'm confused about.

Speaker speaker_1: Okay. Then you can ignore the message. When you apply for a job with the staffing agency, they send a text message to all the numbers they have registered, um, with their agency.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: But if you're not working with them then it doesn't apply.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: Have a great day.