

Transcript: Pearl

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Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl Who the Ho- Who is this speaking with? It's, uh, Christopher Kendall. And how can I assist you? Yeah. I just signed up for employment through Crown Services and I did the wo- the paperwork to get health insurance. But I didn't see how much is charged and what you was getting in, in that plan. Okay. And you said you're with Crown? Yeah. I just signed up, uh, the other day, last week. And, uh, and I just, uh, signed i- interest documents this morning. But, uh, I didn't see any, any, uh, you know, information about how much it costs and what plans you have. Okay. No. Worries. I can definitely assist you with that. What are the last four digits of your social? 1190. 1190? Yes. All righty. And you said your name is Christopher Kendall? Yes. Okay. Bear with me one moment while I take a look at your account or take while, while I look at, for your account. Okay. How long... Uh, did you... You said you just filled out the paperwork? Yes. I did and sent it back. Yeah. Okay. Um, it doesn't look like you are in the system yet. So you haven't started with them actually? Well, I start... I, I, I'm signed up with them and everything already. And, uh, I start work on Monday. Okay. It could be that, uh, most likely your, your information hasn't been sent over. Um, I can... Do you remember what you signed up for? I can send you a copy of the benefit guide and I'll show you, um, the plans and prices and what's covered. Okay. Yeah. I just wanted to see how much it was, uh, to also- Yep. Yeah. Of course. It'll have, um, the weekly deductions on it, it'll have what each plan covers, um, and all that stuff in it. Well, let me ask you this. Do they, do they send the information unless you select it or what? I don't... Like selecting the plans? Yes. Selecting the, the plan and how much it, what, how much it is. Do you do that online or do I do it on a website? I'm kind of confused on that one. Um, so you would have d- been able to do it, uh, during your onboarding. They would have had a enrollment form or an enrollment page. Um, you can do it online or you can do it over the phone with us as well. Okay. 'Cause I, I didn't... That part I didn't see. I'm wondering if I could still look it up. It said enrollment? Yep. It should have said enrollment form. Okay. Um, but no worries. Let me go ahead and take a look here just to confirm. That's 1190. Okay. Yeah. I'm definitely not seeing an account with your name. Um, but you, they do give you 30 days from the date of your first paycheck to enroll. Oh. So what I can do is send you a copy of the benefit guide and it will- Okay. ... show you the prices, each plan, what each plan covers and then how much it'll cost you every week. So do I have to go online? Do, wo- wo- will you give me a website to go back to and en- enroll in it or... Of course. I can definitely provide you with that as well. Are we gonna do it by website or do it by mail? Um, so you can do it by website. You can fill out a, an enrollment form and email it to us, um, or you can give us a call and we can do it over the phone. Okay. I could do it over the phone. Yeah. What's your email address? It's, uh, kendall, K-E-N-D-A-L-L, slick, S-L-I-C-K, 1942 at gmail.com. All righty. And then this email is gonna come from

info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, try to spam or- Okay. Hello? Hello? Hello? Hello? Hello?

Conversation Format

Speaker speaker_0: Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl Who the Ho- Who is this speaking with?

Speaker speaker_1: It's, uh, Christopher Kendall.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Yeah. I just signed up for employment through Crown Services and I did the wo- the paperwork to get health insurance. But I didn't see how much is charged and what you was getting in, in that plan.

Speaker speaker_0: Okay. And you said you're with Crown?

Speaker speaker_1: Yeah. I just signed up, uh, the other day, last week. And, uh, and I just, uh, signed i- interest documents this morning. But, uh, I didn't see any, any, uh, you know, information about how much it costs and what plans you have.

Speaker speaker_0: Okay. No. Worries. I can definitely assist you with that. What are the last four digits of your social?

Speaker speaker_1: 1190.

Speaker speaker_0: 1190?

Speaker speaker_1: Yes.

Speaker speaker_0: All righty. And you said your name is Christopher Kendall?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Bear with me one moment while I take a look at your account or take while, while I look at, for your account.

Speaker speaker_1: Okay.

Speaker speaker_0: How long... Uh, did you... You said you just filled out the paperwork?

Speaker speaker_1: Yes. I did and sent it back. Yeah.

Speaker speaker_0: Okay. Um, it doesn't look like you are in the system yet. So you haven't started with them actually?

Speaker speaker_1: Well, I start... I, I, I'm signed up with them and everything already. And, uh, I start work on Monday.

Speaker speaker_0: Okay. It could be that, uh, most likely your, your information hasn't been sent over. Um, I can... Do you remember what you signed up for? I can send you a copy of the benefit guide and I'll show you, um, the plans and prices and what's covered.

Speaker speaker_1: Okay. Yeah. I just wanted to see how much it was, uh, to also-

Speaker speaker_0: Yep.

Speaker speaker_1:

Speaker speaker_0: Yeah. Of course. It'll have, um, the weekly deductions on it, it'll have what each plan covers, um, and all that stuff in it.

Speaker speaker_1: Well, let me ask you this. Do they, do they send the information unless you select it or what?

Speaker speaker_0: I don't... Like selecting the plans?

Speaker speaker_1: Yes. Selecting the, the plan and how much it, what, how much it is. Do you do that online or do I do it on a website? I'm kind of confused on that one.

Speaker speaker_0: Um, so you would have d- been able to do it, uh, during your onboarding. They would have had a enrollment form or an enrollment page. Um, you can do it online or you can do it over the phone with us as well.

Speaker speaker_1: Okay. 'Cause I, I didn't... That part I didn't see. I'm wondering if I could still look it up. It said enrollment?

Speaker speaker_0: Yep. It should have said enrollment form.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, but no worries. Let me go ahead and take a look here just to confirm. That's 1190. Okay. Yeah. I'm definitely not seeing an account with your name. Um, but you, they do give you 30 days from the date of your first paycheck to enroll.

Speaker speaker_1: Oh.

Speaker speaker_0: So what I can do is send you a copy of the benefit guide and it will-

Speaker speaker_1: Okay.

Speaker speaker_0: ... show you the prices, each plan, what each plan covers and then how much it'll cost you every week.

Speaker speaker_1: So do I have to go online? Do, wo- wo- will you give me a website to go back to and en- enroll in it or...

Speaker speaker_0: Of course. I can definitely provide you with that as well.

Speaker speaker_1: Are we gonna do it by website or do it by mail?

Speaker speaker_0: Um, so you can do it by website. You can fill out a, an enrollment form and email it to us, um, or you can give us a call and we can do it over the phone.

Speaker speaker_1: Okay. I could do it over the phone.

Speaker speaker_0: Yeah. What's your email address?

Speaker speaker_1: It's, uh, kendall, K-E-N-D-A-L-L, slick, S-L-I-C-K, 1942 at gmail.com.

Speaker speaker_0: All righty. And then this email is gonna come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, try to spam or-

Speaker speaker_1: Okay. Hello? Hello? Hello? Hello? Hello?