

Transcript: VICTORIA

Taylor-4582203832614912-5392171582308352

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Hi. Um, I just had a question. What is this? Is this insurance or something? Yes, ma'am. Uh, we're Benefits for Ministers if you happen to work through, uh, a staffing or temp agency, so yeah, it would be for the, uh, medical insurance they offer. Do we have to take that? Uh, no, ma'am. I know some of our clients will automatically enroll members, though, unless you opt out. Uh, what's the name of the agency you work through? Um, Crown, because I thought I declined it on my application, and I was just looking at my submitted documents. Mm-hmm. And it said, "Accept it," and I'm like, "Wait a minute, I did not want insurance." baby talking Okay. Yeah, I believe they do automatic enrollment, so let me pull up your file real quick. Uh, what's the last four of your social? Three, nine, four, zero. Sorry, my computer's just going slow. You're okay. baby talking And your first and last name? Crystal Chapman. Have you received your first paycheck yet? Um, no. I think I will this Friday. Okay. Yeah, I don't have a file for you in the system. Uh, so what I can do, is I can make one for you, and then once I get it made, I can go in and decline it. Okay. Um, do you spell your first name C-R-Y-S-T-A-N? Yes. Okay. And last name is Chapman? Yes. C-H-A-P-M-A-N. Okay, perfect. And what is your full social? 404-33-3940. And your date of birth? 11/5/87. Okay. And let's see. What is your mailing address? It's 199 Melinda Lane, Florence, Kentucky, 41042. 41042? Yes. Okay. And just to make sure I spelled the name of the street correctly, that's M-A-L-I-N-D-A? No, M-E-L-I-N-D-A. M-E-L-I-N-D-A. Okay, gotcha. Yeah. And then our phone number is the same one you're calling from? Yes. And lastly, what is your email? Um, Chapman, C-H-A-P-M-A-N, Cry, C-R-Y-S, 87@gmail.com. Okay. And was it, like, a enrollment form that you filled out? Yeah. Yeah. Showing that you had looked at it? Well, when I... Yes, when I did it online, after I read it, I hit decline. Like, "Decline the offer." And I was just reviewing all my, um, documents, just looking at 'em. And I seen that it said, "Accept that offer," and I'm like, "Wait a minute, no I didn't. I don't know how that got on there." Okay. Um, so it said, it said, "Accept offer" on the enrollment form? Yes. Or was that online? Like, when I was doing my application and all the paperwork. Okay. Like, online. I can read it to you. It says, um, "Next auto-enrollment acknowledge for Crown Service employees. I have received information regarding Crown Services," but at the end it says, "I accept enrollment by default or I decline enrollment." And it has it checked with my name and the date, and I'm like, "Wait a minute, I declined it because I remember reading it." And that's where I got the number from when I was just looking at the, um, form to call you. Oh, okay. What's the date on that form so I can make a note to disregard it? Um, 10/21/24. Okay. I'll make a note to disregard that form. And I went ahead and made your file and declined the coverage on, on my end. Okay, thank you. Yes, ma'am. Was there anything else you might need help with? Nope, that's all. I was just confused. I guess by

scrolling down or hitting enter, I don't know if that changed it, but I'm like, "I remember reading it and hitting decline," so I don't know how... Gotcha. But I'm glad I looked. Yes, ma'am. All right. Thank you very much. You're welcome. You have a wonderful day. You too. Bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card, this is Victoria. How can I help you?

Speaker speaker_2: Hi. Um, I just had a question. What is this? Is this insurance or something?

Speaker speaker_1: Yes, ma'am. Uh, we're Benefits for Ministers if you happen to work through, uh, a staffing or temp agency, so yeah, it would be for the, uh, medical insurance they offer.

Speaker speaker_2: Do we have to take that?

Speaker speaker_1: Uh, no, ma'am. I know some of our clients will automatically enroll members, though, unless you opt out. Uh, what's the name of the agency you work through?

Speaker speaker_2: Um, Crown, because I thought I declined it on my application, and I was just looking at my submitted documents.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And it said, "Accept it," and I'm like, "Wait a minute, I did not want insurance." baby talking Okay. Yeah, I believe they do automatic enrollment, so let me pull up your file real quick. Uh, what's the last four of your social? Three, nine, four, zero.

Speaker speaker_1: Sorry, my computer's just going slow.

Speaker speaker_2: You're okay. baby talking

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Crystal Chapman.

Speaker speaker_1: Have you received your first paycheck yet?

Speaker speaker_2: Um, no. I think I will this Friday.

Speaker speaker_1: Okay. Yeah, I don't have a file for you in the system. Uh, so what I can do, is I can make one for you, and then once I get it made, I can go in and decline it.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, do you spell your first name C-R-Y-S-T-A-N?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And last name is Chapman?

Speaker speaker_2: Yes. C-H-A-P-M-A-N.

Speaker speaker_1: Okay, perfect. And what is your full social?

Speaker speaker_2: 404-33-3940.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 11/5/87.

Speaker speaker_1: Okay. And let's see. What is your mailing address?

Speaker speaker_2: It's 199 Melinda Lane, Florence, Kentucky, 41042.

Speaker speaker_1: 41042?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And just to make sure I spelled the name of the street correctly, that's M-A-L-I-N-D-A?

Speaker speaker_2: No, M-E-L-I-N-D-A.

Speaker speaker_1: M-E-L-I-N-D-A. Okay, gotcha.

Speaker speaker_2: Yeah.

Speaker speaker_1: And then our phone number is the same one you're calling from?

Speaker speaker_2: Yes.

Speaker speaker_1: And lastly, what is your email?

Speaker speaker_2: Um, Chapman, C-H-A-P-M-A-N, Cry, C-R-Y-S, 87@gmail.com.

Speaker speaker_1: Okay. And was it, like, a enrollment form that you filled out?

Speaker speaker_2: Yeah. Yeah.

Speaker speaker_1: Showing that you had looked at it?

Speaker speaker_2: Well, when I... Yes, when I did it online, after I read it, I hit decline. Like, "Decline the offer." And I was just reviewing all my, um, documents, just looking at 'em. And I seen that it said, "Accept that offer," and I'm like, "Wait a minute , no I didn't. I don't know how that got on there."

Speaker speaker_1: Okay. Um, so it said, it said, "Accept offer" on the enrollment form?

Speaker speaker_2: Yes.

Speaker speaker_1: Or was that online?

Speaker speaker_2: Like, when I was doing my application and all the paperwork.

Speaker speaker_1: Okay.

Speaker speaker_2: Like, online. I can read it to you. It says, um, "Next auto-enrollment acknowledge for Crown Service employees. I have received information regarding Crown Services," but at the end it says, "I accept enrollment by default or I decline enrollment." And it has it checked with my name and the date, and I'm like, "Wait a minute, I declined it because I remember reading it." And that's where I got the number from when I was just looking at the, um, form to call you.

Speaker speaker_1: Oh, okay. What's the date on that form so I can make a note to disregard it?

Speaker speaker_2: Um, 10/21/24.

Speaker speaker_1: Okay. I'll make a note to disregard that form. And I went ahead and made your file and declined the coverage on, on my end.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: Yes, ma'am. Was there anything else you might need help with?

Speaker speaker_2: Nope, that's all. I was just confused. I guess by scrolling down or hitting enter, I don't know if that changed it, but I'm like, "I remember reading it and hitting decline," so I don't know how...

Speaker speaker_1: Gotcha.

Speaker speaker_2: But I'm glad I looked.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: All right. Thank you very much.

Speaker speaker_1: You're welcome. You have a wonderful day.

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Bye-bye.