

Transcript: VICTORIA

Taylor-5086910191452160-5570656820740096

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? Yes, Victoria. Uh, my name is Darlene Scruggs. I got a text, uh, regarding some, um, of things my staff can do with Crown that I'm eligible f- uh, for everybody to receive benefits for the, in the thir- 30 days. I'm not sure what that meant. You said you're with Crown? Yes, ma'am. Okay. So I believe... Let's see. Yeah, 'cause, uh, they automatically enroll members into one of the medical plans unless you opt out- Yeah. ... beforehand. Okay. Um, they- So what is it? Let me pull up the... Go ahead, I'm sorry. Yeah. I was just gonna let you know about the plan. Uh, so it, it's basically for your preventative health care. It provides coverage for things like yearly physicals, vaccinations and preventative screenings at 100%. So it's al- Okay. But you know what? I'm... Let me just... Hey, honey, let me go ahead and just stop you there. I have that already, so I had this... I thought this was something that came with the, with the business. I thought it was just insurance that came extra with the business. But I have that, what you're talking about, so unless it's... If I have to record and sign up for it, I mean, I, I, I'm b- And, you know, I'll definitely... 'Cause I don't think you can have two different insurance. I don't know how it works any more with these... I don't... With the temp service I never had to deal with this. But, um, yes, um, if I could, I could... It doesn't hurt. If I... If one gives me better insurance, I'll drop the other one. So, um, what do I need to do right now? 'Cause I'm, uh, if it is gonna take me more than like five minutes, 10 minutes... 'Cause I've gotta get ready for work. Are you wanting to just decline the coverage? No, I'm just saying is if, is there any charge for it? Yes, ma'am, there would be a charge for it. Yeah. Okay. So no, then... Okay, go ahead and drop it then because I have coverage. I just wanna complete- So we wanna only need... Huh? So for it, me to be able to decline it, I need to pull up your fi- your file. What's the last four of your Social? 7569. And your first and last name? Darlene Scruggs. Okay. Do you mind verifying your address and date of birth? 311 Hopkins Road, Apartment LT600, Tennessee 37040. Date, 5/14/67. Okay. And then phone number 615-856-2940? Yeah. And then email is just gonna be first name dot last name 67@icloud.com? Yes. Alrighty. I will go ahead and decline it and you're good to go from here. All right. Thank you. Thank you. 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: Yes, Victoria. Uh, my name is Darlene Scruggs. I got a text, uh, regarding some, um, of things my staff can do with Crown that I'm eligible f- uh, for everybody to receive benefits for the, in the thir- 30 days. I'm not sure what that meant.

Speaker speaker_1: You said you're with Crown?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. So I believe... Let's see. Yeah, 'cause, uh, they automatically enroll members into one of the medical plans unless you opt out-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... beforehand.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, they-

Speaker speaker_2: So what is it? Let me pull up the... Go ahead, I'm sorry.

Speaker speaker_1: Yeah. I was just gonna let you know about the plan. Uh, so it, it's basically for your preventative health care. It provides coverage for things like yearly physicals, vaccinations and preventative screenings at 100%. So it's al-

Speaker speaker_2: Okay. But you know what? I'm... Let me just... Hey, honey, let me go ahead and just stop you there. I have that already, so I had this... I thought this was something that came with the, with the business. I thought it was just insurance that came extra with the business. But I have that, what you're talking about, so unless it's... If I have to record and sign up for it, I mean, I, I, I'm b- And, you know, I'll definitely... 'Cause I don't think you can have two different insurance. I don't know how it works any more with these... I don't... With the temp service I never had to deal with this. But, um, yes, um, if I could, I could... It doesn't hurt. If I... If one gives me better insurance, I'll drop the other one. So, um, what do I need to do right now? 'Cause I'm, uh, if it is gonna take me more than like five minutes, 10 minutes... 'Cause I've gotta get ready for work.

Speaker speaker_1: Are you wanting to just decline the coverage?

Speaker speaker_2: No, I'm just saying is if, is there any charge for it?

Speaker speaker_1: Yes, ma'am, there would be a charge for it. Yeah.

Speaker speaker_2: Okay. So no, then... Okay, go ahead and drop it then because I have coverage. I just wanna complete-

Speaker speaker_1: So we wanna only need...

Speaker speaker_2: Huh?

Speaker speaker_1: So for it, me to be able to decline it, I need to pull up your fi- your file. What's the last four of your Social?

Speaker speaker_2: 7569.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Darlene Scruggs.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: 311 Hopkins Road, Apartment LT600, Tennessee 37040. Date, 5/14/67.

Speaker speaker_1: Okay. And then phone number 615-856-2940?

Speaker speaker_2: Yeah.

Speaker speaker_1: And then email is just gonna be first name dot last name
67@icloud.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Alrighty. I will go ahead and decline it and you're good to go from here.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: Thank you. Bye-bye.