

Transcript: VICTORIA

Taylor-5179571405012992-6526793056993280

Full Transcript

"Your call may be monitored or recorded for quality assurance purposes." ... Benefits on ?
Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, Victoria. I just wanted to see what the benefit thing was. I've only worked for Crown for about three and a half weeks. Uh, I got the text that I was eligible starting very soon, and then I got the, uh, the text today that it started today. What are, are the benefits? Do you need my employee number or something, or my name, or...? Uh, you said you're with Crown? Yes. Crown Staffing. Okay. What's the last four of your Social? 3493. And your first and last name? Daniel Parker, P-A-R-K-E-R. Okay. Uh, do you mind verifying your address and date of birth? Uh, date of birth is 1/26/1958, and my address is 1704 East Salisbury Road, Independence, Missouri, 64050. And then phone number is 816-877-6978? That is mine, yes. Okay. Email is gonna be first and last name, 6600@comcast.net? That is correct. Okay. Give me one second. So there's actually, um- Excuse me? Okay. Go ahead. Sorry. Go ahead. Well, I was gonna tell you, I, I'm 66 and I'm already on, uh, Medicare, so I don't think the health insurance would help me at all, because they pretty much pay for everything. But what are the other benefits available? Uh, yeah. So there's things like dental, short-term disability, uh, term life, vision, critical illness, group accident, uh, behavioral health, ID experts, and FreeRx. I was gonna say, I pretty much have all that through Medicare, so. Uh, are that the onl- is that the only things that there are? Yeah, besides medical. Yeah. No. That's all covered. Dental's covered. Eye, vision, everything. Uh, so do, what do I do? Opt out, then, of the benefits? Um, yes. I would recommend, if you're not interested, 'cause I believe they auto-enroll. Yeah. So I can go ahead and decline it for you, if you'd like. If you would, please. All righty. Was there anything else you might need help with? No, that was it. You- All right. ... made it short and sweet. Yes, sir. Thank you. You're welcome. Have a good day. You too. Bye. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: ... Benefits on ?

Speaker speaker_2: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Yes, Victoria. I just wanted to see what the benefit thing was. I've only worked for Crown for about three and a half weeks. Uh, I got the text that I was eligible

starting very soon, and then I got the, uh, the text today that it started today. What are, are the benefits? Do you need my employee number or something, or my name, or...?

Speaker speaker_2: Uh, you said you're with Crown?

Speaker speaker_1: Yes. Crown Staffing.

Speaker speaker_2: Okay. What's the last four of your Social?

Speaker speaker_1: 3493.

Speaker speaker_2: And your first and last name?

Speaker speaker_1: Daniel Parker, P-A-R-K-E-R.

Speaker speaker_2: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker_1: Uh, date of birth is 1/26/1958, and my address is 1704 East Salisbury Road, Independence, Missouri, 64050.

Speaker speaker_2: And then phone number is 816-877-6978?

Speaker speaker_1: That is mine, yes.

Speaker speaker_2: Okay. Email is gonna be first and last name, 6600@comcast.net?

Speaker speaker_1: That is correct.

Speaker speaker_2: Okay. Give me one second. So there's actually, um-

Speaker speaker_1: Excuse me?

Speaker speaker_2: Okay. Go ahead.

Speaker speaker_1: Sorry. Go ahead. Well, I was gonna tell you, I, I'm 66 and I'm already on, uh, Medicare, so I don't think the health insurance would help me at all, because they pretty much pay for everything. But what are the other benefits available?

Speaker speaker_2: Uh, yeah. So there's things like dental, short-term disability, uh, term life, vision, critical illness, group accident, uh, behavioral health, ID experts, and FreeRx.

Speaker speaker_1: I was gonna say, I pretty much have all that through Medicare, so. Uh, are that the onl- is that the only things that there are?

Speaker speaker_2: Yeah, besides medical.

Speaker speaker_1: Yeah. No. That's all covered. Dental's covered. Eye, vision, everything. Uh, so do, what do I do? Opt out, then, of the benefits?

Speaker speaker_2: Um, yes. I would recommend, if you're not interested, 'cause I believe they auto-enroll.

Speaker speaker_1: Yeah.

Speaker speaker_2: So I can go ahead and decline it for you, if you'd like.

Speaker speaker_1: If you would, please.

Speaker speaker_2: All righty. Was there anything else you might need help with?

Speaker speaker_1: No, that was it. You-

Speaker speaker_2: All right.

Speaker speaker_1: ... made it short and sweet.

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Thank you.

Speaker speaker_2: You're welcome. Have a good day.

Speaker speaker_1: You too. Bye.

Speaker speaker_2: Thank you. Bye-bye.