

Transcript: VICTORIA

Taylor-5899732282458112-4980086687612928

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? Hey, Victoria. Um, I received a text from Crown this... not this morning, around midday. They talked about, um, "Congrats, uh, on your job with Crown. You will get paid into benefits within 30 days." That's what I was calling about. Okay. Are you wanting to opt out of the auto enrollment? Yeah. Okay. What's the last four of your Social? Um... . Let me see. Seven, six, one, three, two. And your first and last name? Slidie Yexeh. Do you mind verifying your address and date of birth? 2325 Biscayne Square. Um, I think zip code 42260. And then date of birth was May 8th, 2002. Okay. For your address, I have Indianapolis, Indiana, 46260. Yeah. Okay. Phone number, 689-266-6055? That's correct. And then email is going to be, uh, first and last name, 2020 at gmail.com? Mm-hmm. Okay. And just to verify, you are wanting to decline, correct? No, not decline. I want to know, I want to know what is it about? So, Crown Services will automatically enroll you into one of the medical plans that they offer, the MEC TeleRX, which is basically a preventative medical plan, so it covers things like yearly physicals, vaccinations and preventative screenings at 100% as long as you stay in network and they charge, uh, for employee only, \$15.62 a week. Oh. Uh, yeah, I'm going to decline that. Okay. I'll go ahead and decline the benefits. Did you need help with anything else? No. All righty. You have a wonderful day. You too. Thank you. 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: Hey, Victoria. Um, I received a text from Crown this... not this morning, around midday. They talked about, um, "Congrats, uh, on your job with Crown. You will get paid into benefits within 30 days." That's what I was calling about.

Speaker speaker_1: Okay. Are you wanting to opt out of the auto enrollment?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. What's the last four of your Social?

Speaker speaker_2: Um... . Let me see. Seven, six, one, three, two.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Slidie Yexeh.

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

Speaker speaker_2: 2325 Biscayne Square. Um, I think zip code 42260. And then date of birth was May 8th, 2002.

Speaker speaker_1: Okay. For your address, I have Indianapolis, Indiana, 46260.

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. Phone number, 689-266-6055?

Speaker speaker_2: That's correct.

Speaker speaker_1: And then email is going to be, uh, first and last name, 2020 at gmail.com?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. And just to verify, you are wanting to decline, correct?

Speaker speaker_2: No, not decline. I want to know, I want to know what is it about?

Speaker speaker_1: So, Crown Services will automatically enroll you into one of the medical plans that they offer, the MEC TeleRX, which is basically a preventative medical plan, so it covers things like yearly physicals, vaccinations and preventative screenings at 100% as long as you stay in network and they charge, uh, for employee only, \$15.62 a week.

Speaker speaker_2: Oh. Uh, yeah, I'm going to decline that.

Speaker speaker_1: Okay. I'll go ahead and decline the benefits. Did you need help with anything else?

Speaker speaker_2: No.

Speaker speaker_1: All righty. You have a wonderful day.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye-bye.