

Transcript: VICTORIA

Taylor-5904058299662336-6703546983464960

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, uh, Victoria, this is Jerry Ponder at -- in Ohio County and, uh, I got a text today that, uh, open enrollment for services and benefits, but I don't know what that means. So, this is for medical insurance being offered here at Crown. Okay. I've already got my, uh, medical insurance through my social security, Medicare and all that, so I don't guess I'll be needing any, unless it's free. Yeah, unfortunately, it's not free. Um, I d- are you a new hire with Crown? Yes. Okay. I know that they automatically enroll members into one of the medical plans unless you opt out beforehand. Have you already declined the benefits? I probably did whenever I signed up and they asked about insurance and stuff like that, which, like I say, I've already got it, so I don't guess I need any more. Okay. Yeah, I mean, the only reason why I asked was to make sure that you did decline it, 'cause otherwise it would enroll you automatically. Do you want me to look up your file and make sure it's been declined for you? Yes, please, look it up, please. Okay. Uh, what's the last four of your Social? 9090. And your first and last name again? Jerry Conder. Gotcha. Do you mind verifying your address and date of birth? Address is 134 Shingles Chapel Road, Hartford, Kentucky, and date of birth's 3/9/56. Okay. Phone number 270-993-7942? Yes, ma'am. And then email is gonna be bjcirclec@gmail.com? Yes. Okay. All righty. I will go ahead and decline it, and you should be good to go from here. Okay. Thank you very much. Have a wait, wait- What do you need the number to call, uh, to get a copy of your check stub? Uh, the number I need to call for get a copy of my check stub, do you know that right offhand? I actually don't. We work for a couple different staffing agencies, so we don't have the local numbers unfortunately. Okay. Thank you very much. You're welcome. You have a wonderful day. You too. Bye-bye. So how are you going to call?

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, uh, Victoria, this is Jerry Ponder at -- in Ohio County and, uh, I got a text today that, uh, open enrollment for services and benefits, but I don't know what that means.

Speaker speaker_1: So, this is for medical insurance being offered here at Crown.

Speaker speaker_2: Okay. I've already got my, uh, medical insurance through my social security, Medicare and all that, so I don't guess I'll be needing any, unless it's free.

Speaker speaker_1: Yeah, unfortunately, it's not free. Um, I d- are you a new hire with Crown?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. I know that they automatically enroll members into one of the medical plans unless you opt out beforehand. Have you already declined the benefits?

Speaker speaker_2: I probably did whenever I signed up and they asked about insurance and stuff like that, which, like I say, I've already got it, so I don't guess I need any more.

Speaker speaker_1: Okay. Yeah, I mean, the only reason why I asked was to make sure that you did decline it, 'cause otherwise it would enroll you automatically. Do you want me to look up your file and make sure it's been declined for you? Yes, please, look it up, please. Okay. Uh, what's the last four of your Social?

Speaker speaker_2: 9090.

Speaker speaker_1: And your first and last name again?

Speaker speaker_2: Jerry Conder.

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

Speaker speaker_2: Address is 134 Shingles Chapel Road, Hartford, Kentucky, and date of birth's 3/9/56.

Speaker speaker_1: Okay. Phone number 270-993-7942?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And then email is gonna be bjcirclec@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. All righty. I will go ahead and decline it, and you should be good to go from here.

Speaker speaker_2: Okay. Thank you very much. Have a wait, wait-

Speaker speaker_1: What do you need the number to call, uh, to get a copy of your check stub?

Speaker speaker_2: Uh, the number I need to call for get a copy of my check stub, do you know that right offhand?

Speaker speaker_1: I actually don't. We work for a couple different staffing agencies, so we don't have the local numbers unfortunately.

Speaker speaker_2: Okay. Thank you very much.

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

Speaker speaker_2: You too.

Speaker speaker_1: Bye-bye. So how are you going to call?