

## **Transcript: Francesca**

**Baez-4534392753438720-5677621578252288**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca ... benefits in your card, looking to speak with Mr. Morris on behalf of- Hello. ... Crown Services Staffing. Oh, yes. Go ahead. All right. I'm replying back to a text message that you were sent, um, where you were asking what the message was in regards to? Uh-huh. So that was just Crown Services advising you in regards to their company open enrollment period, where they auto-enroll members into a medical preventative care plan, as well as to let you know- Oh, okay. ... that your- Okay. ... personal enrollment time to enroll into their health benefits has started as well. Okay. Yes, ma'am. That makes sense. Understood. Um, so in the event that you would like to enroll into any of the health insurance plans they offer, you can give us a call back when you have more time and we'll go over them with you, keeping in mind that they will auto-enroll you into that medical preventative- Okay. ... care plan unless you decline auto enrollment. Yeah, I'd like to decline at this point. Understood. All right. Thank you, darling. Thank you. Have a wonderful rest of your day.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Good afternoon. My name is Francesca ... benefits in your card, looking to speak with Mr. Morris on behalf of-

Speaker speaker\_2: Hello.

Speaker speaker\_1: ... Crown Services Staffing.

Speaker speaker\_2: Oh, yes. Go ahead.

Speaker speaker\_1: All right. I'm replying back to a text message that you were sent, um, where you were asking what the message was in regards to?

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: So that was just Crown Services advising you in regards to their company open enrollment period, where they auto-enroll members into a medical preventative care plan, as well as to let you know-

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: ... that your-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... personal enrollment time to enroll into their health benefits has started as well.

Speaker speaker\_2: Okay. Yes, ma'am. That makes sense.

Speaker speaker\_1: Understood. Um, so in the event that you would like to enroll into any of the health insurance plans they offer, you can give us a call back when you have more time and we'll go over them with you, keeping in mind that they will auto-enroll you into that medical preventative-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... care plan unless you decline auto enrollment.

Speaker speaker\_2: Yeah, I'd like to decline at this point.

Speaker speaker\_1: Understood.

Speaker speaker\_2: All right. Thank you, darling.

Speaker speaker\_1: Thank you. Have a wonderful rest of your day.