

## **Transcript: Francesca**

**Baez-4614205617422336-6391959790764032**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca Benefits and ... car, calling to see if you could speak with Ms. Nash on behalf of Crown Services. Yes. Uh. Okay. We're replying, we're replying back because ... system said here, where you said you don't understand. You clicked on the, click on the link and you weren't sure on what to do. Yeah, 'cause it showed, uh... I'm not, you said this is for the Crown ... service, right? For the insurance benefits, yes, sir. Okay. Um, I've not even had a job yet through Crown Services yet. Is this, uh, is this something to do about my background check? No, sir. Because- The reason why you received it is because the company is going under a company open enrollment period. Your phone number is on their contact list. So the system, when they have company open enrollment period, just automatically sends that out to everybody on the contact list. That's why you received it even though you don't have a current assignment yet. Oh, okay. 'Cause, uh, uh, I've, I've already got insurance right now, so I don't need no insurance. Understood. I thought this was about my, uh, I thought this was about my, uh, background, 'cause I'm having them do a background check on me because they got the wrong, uh, the wrong person under my name as a... somebody else is using my name from a different state, you said. So I can't... that's why I ain't been able to work through Crown yet. And I thought they were calling me, or sent me this email or text message, I thought they were sending that for my background check. So I thought this was- No, sir. I apologize. No, you're good. So, um, uh, yeah, I don't need insurance right now. Thank you, though. Understood. Hope you have a wonderful rest of your day. You too. Bye.

### **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 and ... car, calling to see if you could speak with Ms. Nash on behalf of Crown Services.

Speaker speaker\_2: Yes. Uh.

Speaker speaker\_1: Okay. We're replying, we're replying back because ... system said here, where you said you don't understand. You clicked on the, click on the link and you weren't sure on what to do.

Speaker speaker\_2: Yeah, 'cause it showed, uh... I'm not, you said this is for the Crown ... service, right?

Speaker speaker\_1: For the insurance benefits, yes, sir.

Speaker speaker\_2: Okay. Um, I've not even had a job yet through Crown Services yet. Is this, uh, is this something to do about my background check?

Speaker speaker\_1: No, sir.

Speaker speaker\_2: Because-

Speaker speaker\_1: The reason why you received it is because the company is going under a company open enrollment period. Your phone number is on their contact list. So the system, when they have company open enrollment period, just automatically sends that out to everybody on the contact list. That's why you received it even though you don't have a current assignment yet.

Speaker speaker\_2: Oh, okay. 'Cause, uh, uh, I've, I've already got insurance right now, so I don't need no insurance.

Speaker speaker\_1: Understood.

Speaker speaker\_2: I thought this was about my, uh, I thought this was about my, uh, background, 'cause I'm having them do a background check on me because they got the wrong, uh, the wrong person under my name as a... somebody else is using my name from a different state, you said. So I can't... that's why I ain't been able to work through Crown yet. And I thought they were calling me, or sent me this email or text message, I thought they were sending that for my background check. So I thought this was-

Speaker speaker\_1: No, sir. I apologize.

Speaker speaker\_2: No, you're good. So, um, uh, yeah, I don't need insurance right now. Thank you, though.

Speaker speaker\_1: Understood. Hope you have a wonderful rest of your day.

Speaker speaker\_2: You too. Bye.