

## Transcript: Francesca

**Baez-4773533826203648-5124207940255744**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca at Benefits in Your Car, looking to speak with Mr. Ibrahim on behalf of Crown Services. Um, hi. How are you doing? Good. How are you today, sir? Hello? Yes, can you hear me? I'm good. Uh, I'm... Yeah, I can't hear you. Can you hear me? Yes, sir. Um, so I was giving you a call in regards to the text message you had replied back today from last month, asking to cancel the benefit plan. Mm-hmm. But you don't have any coverage with Crown Services, sir. Yeah. Are you currently working with a different staffing company? No. No. I'm not working with a different staffing company. I just wanted to cancel that plan. Yes, sir. But as I said, you don't have any benefits with Crown Services, so there isn't anything to cancel. I can't cancel something you currently don't have. Does that make sense? No. Uh, I... I... I see, I see y'all still take \$15 ben- uh, from me. Uh, that's... I was wondering, can I still cancel that? I said I see y'all still taking that \$15 from me. And it's not like, it's not like, uh, it's not like, uh, uh, I need the benefit or something, you know? I just wanted to cancel it. Like, I thought about it. I understand, sir, but I'm not sure how to explain this differently. You don't have coverage with Crown Services. How is a deduction legal? You said, you said Crown? Yes, sir. I'm not sure. I'm calling in regards to Crown Services. That was the message that you replied back to. Uh, uh, wait. This is not... Uh, my... I work at CJ, uh, CJ's Food, and my staffing agency's, um, what's it called, Surge, Surge. ... Okay, 'cause the message that you were replying back to- I just need to reach out. Go ahead. Yeah. So, so y'all... So wait. So y'all not with, uh, CJ, CJ's Food? That y'all not taking, uh, \$15, uh, from my paycheck? That's not y'all? I thought it was y'all. So it wouldn't... So the issue wouldn't be, sir, whether or not it's being deducted. The issue would be the staffing company. We're not a staffing company. We administer the health insurance that they offered. The message that you specifically replied back to- Oh. ... was from Crown Services. What is the name of the current staffing company that you're working under? Uh, I work at Surge, Surge Agency, and my company, I work at CJ's Food. So I gotta talk to my agency to tell them to, um, uh, to cancel it? No, sir. I'll be able to locate the one for Surge. Bear with me one moment. Okay. 'Cause I, 'cause I remember the first time, um, the first time, uh, I, I started, um, I did, I did sign up, but then he, he did give me, he did give me a chance that y- you can cancel it any time you want. So just let us know. So I thought about it, and then I said I wanted to cancel. I did, I did like let y'all know like a couple of times that I wanted to cancel, but somehow I never got a reply back or nothing. So I was just trying to make sure that y'all understood me and stuff and c- uh, clarify. Okay. And that is gonna have the same address that you had on Crown, which is 1326 Stormy Lane, Columbus, Ohio, with a date of birth of July 2nd '02? Yes, ma'am. Okay, sir. Yes, sir. So you are active with Surge on a medical preventative care plan. It does show here that you spoke with us on December 9th in regards to an email you received about it. And that agent went

over the benefit plans with you. Yeah. And you said that you were gonna keep the plan, but I can still cancel it if you want me to. Yeah. I did, I did tell them I wanted to keep the, uh, keep the plan, but then I, uh, I thought about it. Uh, I, I don't- Mm-hmm. ... want it no more. Sorry for the inconvenience. Okay. No, no, no. You're fine. That's what we're here for. Um, so then just for the recorded line, you stated you would like to cancel the current benefits you have with Surge Staffing, correct? Mr. Ibrahim? Yes, ma'am. Can you hear me? Hello, sir. Can you hear me? Yeah. Yeah. I can hear you. Sorry, my phone, uh... Oh, come on. It's okay. Um, so like I said, just for the purpose of the line being recorded, you stated you want us to cancel your current benefits with Surge Staffing, correct? Yes, ma'am. That, uh, that benefit, I want to cancel that one. Okay. So I requested for them to cancel it. It is gonna take seven to 10 business days for that cancellation to process through. That's the usual time frame for them. So you might see one or two more deductions while the cancellation is being completed out, okay? Okay. That'll be fine. Thank you for your time. Of course. Thank you for answering and hope you have a wonderful rest of your day and thank you for allowing us to fix this issue. Okay. You too. Bye-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 at Benefits in Your Car, looking to speak with Mr. Ibrahim on behalf of Crown Services.

Speaker speaker\_2: Um, hi. How are you doing?

Speaker speaker\_1: Good. How are you today, sir?

Speaker speaker\_2: Hello?

Speaker speaker\_1: Yes, can you hear me?

Speaker speaker\_2: I'm good. Uh, I'm... Yeah, I can't hear you. Can you hear me?

Speaker speaker\_1: Yes, sir. Um, so I was giving you a call in regards to the text message you had replied back today from last month, asking to cancel the benefit plan.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: But you don't have any coverage with Crown Services, sir.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Are you currently working with a different staffing company?

Speaker speaker\_2: No. No. I'm not working with a different staffing company. I just wanted to cancel that plan.

Speaker speaker\_1: Yes, sir. But as I said, you don't have any benefits with Crown Services, so there isn't anything to cancel. I can't cancel something you currently don't have. Does that

make sense?

Speaker speaker\_2: No. Uh, I... I... I see, I see y'all still take \$15 ben- uh, from me. Uh, that's... I was wondering, can I still cancel that? I said I see y'all still taking that \$15 from me. And it's not like, it's not like, uh, it's not like, uh, uh, I need the benefit or something, you know? I just wanted to cancel it. Like, I thought about it.

Speaker speaker\_1: I understand, sir, but I'm not sure how to explain this differently. You don't have coverage with Crown Services. How is a deduction legal?

Speaker speaker\_2: You said, you said Crown?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: I'm not sure.

Speaker speaker\_1: I'm calling in regards to Crown Services. That was the message that you replied back to.

Speaker speaker\_2: Uh, uh, wait. This is not... Uh, my... I work at CJ, uh, CJ's Food, and my staffing agency's, um, what's it called, Surge, Surge. ...

Speaker speaker\_1: Okay, 'cause the message that you were replying back to-

Speaker speaker\_2: I just need to reach out.

Speaker speaker\_1: Go ahead.

Speaker speaker\_2: Yeah. So, so y'all... So wait. So y'all not with, uh, CJ, CJ's Food? That y'all not taking, uh, \$15, uh, from my paycheck? That's not y'all? I thought it was y'all.

Speaker speaker\_1: So it wouldn't... So the issue wouldn't be, sir, whether or not it's being deducted. The issue would be the staffing company. We're not a staffing company. We administer the health insurance that they offered. The message that you specifically replied back to-

Speaker speaker\_2: Oh.

Speaker speaker\_1: ... was from Crown Services. What is the name of the current staffing company that you're working under?

Speaker speaker\_2: Uh, I work at Surge, Surge Agency, and my company, I work at CJ's Food. So I gotta talk to my agency to tell them to, um, uh, to cancel it?

Speaker speaker\_1: No, sir. I'll be able to locate the one for Surge. Bear with me one moment.

Speaker speaker\_2: Okay. 'Cause I, 'cause I remember the first time, um, the first time, uh, I, I started, um, I did, I did sign up, but then he, he did give me, he did give me a chance that y-you can cancel it any time you want. So just let us know. So I thought about it, and then I said I wanted to cancel. I did, I did like let y'all know like a couple of times that I wanted to cancel, but somehow I never got a reply back or nothing. So I was just trying to make sure that y'all

understood me and stuff and c- uh, clarify.

Speaker speaker\_1: Okay. And that is gonna have the same address that you had on Crown, which is 1326 Stormy Lane, Columbus, Ohio, with a date of birth of July 2nd '02?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay, sir. Yes, sir. So you are active with Surge on a medical preventative care plan. It does show here that you spoke with us on December 9th in regards to an email you received about it. And that agent went over the benefit plans with you.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: And you said that you were gonna keep the plan, but I can still cancel it if you want me to.

Speaker speaker\_2: Yeah. I did, I did tell them I wanted to keep the, uh, keep the plan, but then I, uh, I thought about it. Uh, I, I don't-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... want it no more. Sorry for the inconvenience.

Speaker speaker\_1: Okay. No, no, no. You're fine. That's what we're here for. Um, so then just for the recorded line, you stated you would like to cancel the current benefits you have with Surge Staffing, correct? Mr. Ibrahim?

Speaker speaker\_2: Yes, ma'am. Can you hear me?

Speaker speaker\_1: Hello, sir. Can you hear me?

Speaker speaker\_2: Yeah. Yeah. I can hear you. Sorry, my phone, uh... Oh, come on.

Speaker speaker\_1: It's okay. Um, so like I said, just for the purpose of the line being recorded, you stated you want us to cancel your current benefits with Surge Staffing, correct?

Speaker speaker\_2: Yes, ma'am. That, uh, that benefit, I want to cancel that one.

Speaker speaker\_1: Okay. So I requested for them to cancel it. It is gonna take seven to 10 business days for that cancellation to process through. That's the usual time frame for them. So you might see one or two more deductions while the cancellation is being completed out, okay?

Speaker speaker\_2: Okay. That'll be fine. Thank you for your time.

Speaker speaker\_1: Of course. Thank you for answering and hope you have a wonderful rest of your day and thank you for allowing us to fix this issue.

Speaker speaker\_2: Okay. You too.

Speaker speaker\_1: Bye-bye.