

## Transcript: Francesca

**Baez-4968022104260608-6076875353014272**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca ■Benifetín Alkher■," looking to speak with Ms. Nash on behalf of Crown Services. Um, hi, this is him. Good afternoon, sir. We were giving you a call regarding the text message you received today to which you replied, "What is this for?" Uh... Hold on. It doesn't say what I applied for. Sure thing, sir. It was that one that was sent at 1:00 PM from Crown Services. I mean, from a lapse in coverage says there was a lapse in coverage in the last one to two weeks due to a missed payroll deduction. Yeah. Okay, so specifically regarding this text message, what it's in regards to is the fact that you were auto-enrolled per Crown Services company policy in a medical preventative care plan, and this is the first week that we have not received payment for that benefit. So the automated system was just informing you in regards to that. For the medical coverage? Yes, sir. I never, I never signed up for medical coverage through Crown. Yes, sir. Once again, you were auto-enrolled into it due to their company policy of auto-enrolling their new hires into that medical preventative care plan that you were enrolled into. So it automatically enrolled me into a coverage. Yes, sir, because you never called in to decline it or filled out any form declining that coverage. So how much are the payments? It was \$15.67 per paycheck. Okay, and how long do I have to pay this for? Uh, you don't have to pay it anymore, sir. It's completely- Oh, okay. ... up to you. You can cancel at any point. Okay. It has been active since January 13th, 2025. Okay. If you have stopped working with them, the system will take care of canceling the policy itself, but if you- Yeah. ... are still with Crown Services and don't want it, I'll have to process a cancellation for you. Yeah, no, I, I don't work for Crown no more. Understood. Okay. So you're more than likely gonna receive a total of three more of those text messages, which you can simply ignore while the system cancels that policy by itself. Okay. All right, thank you so much for your time and taking my call today. Thank you. 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 ■Benifetín Alkher■," looking to speak with Ms. Nash on behalf of Crown Services.

Speaker speaker\_2: Um, hi, this is him.

Speaker speaker\_1: Good afternoon, sir. We were giving you a call regarding the text message you received today to which you replied, "What is this for?"

Speaker speaker\_2: Uh... Hold on. It doesn't say what I applied for.

Speaker speaker\_1: Sure thing, sir. It was that one that was sent at 1:00 PM from Crown Services. I mean, from a lapse in coverage says there was a lapse in coverage in the last one to two weeks due to a missed payroll deduction.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay, so specifically regarding this text message, what it's in regards to is the fact that you were auto-enrolled per Crown Services company policy in a medical preventative care plan, and this is the first week that we have not received payment for that benefit. So the automated system was just informing you in regards to that.

Speaker speaker\_2: For the medical coverage?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: I never, I never signed up for medical coverage through Crown.

Speaker speaker\_1: Yes, sir. Once again, you were auto-enrolled into it due to their company policy of auto-enrolling their new hires into that medical preventative care plan that you were enrolled into.

Speaker speaker\_2: So it automatically enrolled me into a coverage.

Speaker speaker\_1: Yes, sir, because you never called in to decline it or filled out any form declining that coverage.

Speaker speaker\_2: So how much are the payments?

Speaker speaker\_1: It was \$15.67 per paycheck.

Speaker speaker\_2: Okay, and how long do I have to pay this for?

Speaker speaker\_1: Uh, you don't have to pay it anymore, sir. It's completely-

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: ... up to you. You can cancel at any point.

Speaker speaker\_2: Okay.

Speaker speaker\_1: It has been active since January 13th, 2025.

Speaker speaker\_2: Okay.

Speaker speaker\_1: If you have stopped working with them, the system will take care of canceling the policy itself, but if you-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... are still with Crown Services and don't want it, I'll have to process a cancellation for you.

Speaker speaker\_2: Yeah, no, I, I don't work for Crown no more.

Speaker speaker\_1: Understood. Okay. So you're more than likely gonna receive a total of three more of those text messages, which you can simply ignore while the system cancels that policy by itself.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right, thank you so much for your time and taking my call today.

Speaker speaker\_2: Thank you.

Speaker speaker\_1: Bye-bye.