

Transcript: Franchesca

Baez-5265404383641600-5698189179142144

Full Transcript

Thank you for calling Benefits 10-03. My name is Francesca. How can I assist you today? Yes, so my name is Steven Held. I'd like to cancel the health insurance I had with you guys. What staffing company was it with? It, uh, is with Crown. What are the last four of your social and the last name? Uh, Steven Held and... H-E-L-D, and, uh, 7002. Could you verify your mailing address and date of birth to make sure I have- I can't. ... the right account? I can't hear you. What? Sorry. Can you verify your mailing address and date of birth to make sure I have the right account? Okay. 22315 Harper Lake, Sinclair Shores. You're missing that date of birth, please. Oh, November 30th, 1961. I have best contact at 586-801-2439. Yes. And we show your email down as first initial, last name, 1130@gmail.com? Yes. Okay. Um, I do want to correct. We don't have benefits with staffing... I mean, you don't have benefits with Benefits 10-03. You have benefits with the staffing company which is Crown Services. Uh-huh. Um, this would be through Crown Services. The cancellation disclosure will be today you're calling to cancel your benefits with Crown Services, correct? Yes. All right. And that will be the full policy of the 3RX and then medical plan, right? Yes. All right, Mr. Held, I put in the request for the cancellation. Do take seven to 10 business days to process because I have more than one system to process through. So you may see one or two of those options while it's being completed out, but you should not see three. It should only be two after today. Okay, thank you. Of course, is there anything else that we...

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10-03. My name is Francesca. How can I assist you today?

Speaker speaker_1: Yes, so my name is Steven Held. I'd like to cancel the health insurance I had with you guys.

Speaker speaker_0: What staffing company was it with?

Speaker speaker_1: It, uh, is with Crown.

Speaker speaker_0: What are the last four of your social and the last name?

Speaker speaker_1: Uh, Steven Held and... H-E-L-D, and, uh, 7002.

Speaker speaker_0: Could you verify your mailing address and date of birth to make sure I have-

Speaker speaker_1: I can't.

Speaker speaker_0: ... the right account?

Speaker speaker_1: I can't hear you. What?

Speaker speaker_0: Sorry. Can you verify your mailing address and date of birth to make sure I have the right account?

Speaker speaker_1: Okay. 22315 Harper Lake, Sinclair Shores.

Speaker speaker_0: You're missing that date of birth, please.

Speaker speaker_1: Oh, November 30th, 1961.

Speaker speaker_0: I have best contact at 586-801-2439.

Speaker speaker_1: Yes.

Speaker speaker_0: And we show your email down as first initial, last name, 1130@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, I do want to correct. We don't have benefits with staffing... I mean, you don't have benefits with Benefits 10-03. You have benefits with the staffing company which is Crown Services.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Um, this would be through Crown Services. The cancellation disclosure will be today you're calling to cancel your benefits with Crown Services, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. And that will be the full policy of the 3RX and then medical plan, right?

Speaker speaker_1: Yes.

Speaker speaker_0: All right, Mr. Held, I put in the request for the cancellation. Do take seven to 10 business days to process because I have more than one system to process through. So you may see one or two of those options while it's being completed out, but you should not see three. It should only be two after today.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: Of course, is there anything else that we...