

Transcript: Francesca

Baez-5298814622023680-4712485852987392

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca with Benefits in Your Cart looking to speak with Mr. Steeles on behalf of Crown Services Staffing. On behalf of who? Crown Services Staffing, sir. Okay. I'm giving you a call regarding the text message that you received today at 1:00 about a lapse in coverage to which you replied, "I shouldn't have had any." Yes. So, you actually do or you did have benefits with Crown Services due to auto enrollment. They have a company policy of automatically enrolling new hires into a medical preventative care plan, which is what you're enrolled into unless declined. Due to no declination, they went ahead and processed that enrollment. Yeah. I actually tried calling about that. I just never got any answers, so it didn't go through. Understood. Does any middle process any cancellations or just leave the account as it is? I mean, I've been hired on, so just go ahead and cancel it or whatever. Understood. So for the purpose of the line being recorded, you stated today you would like to cancel the policy with Crown Services. Correct? Correct. All right. I've processed that cancellation. It does take seven to 10 business days to process, and if you should be receiving a paycheck from them, you might see one or two more deductions from them. Okay. All right. You are all set, Mr. Steeles. Thank you so much for your time and taking my call today. Thank you. You have a good one. Thank you, 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 with Benefits in Your Cart looking to speak with Mr. Steeles on behalf of Crown Services Staffing.

Speaker speaker_2: On behalf of who?

Speaker speaker_1: Crown Services Staffing, sir.

Speaker speaker_2: Okay.

Speaker speaker_1: I'm giving you a call regarding the text message that you received today at 1:00 about a lapse in coverage to which you replied, "I shouldn't have had any."

Speaker speaker_2: Yes.

Speaker speaker_1: So, you actually do or you did have benefits with Crown Services due to auto enrollment. They have a company policy of automatically enrolling new hires into a

medical preventative care plan, which is what you're enrolled into unless declined. Due to no declination, they went ahead and processed that enrollment.

Speaker speaker_2: Yeah. I actually tried calling about that. I just never got any answers, so it didn't go through.

Speaker speaker_1: Understood. Does any middle process any cancellations or just leave the account as it is?

Speaker speaker_2: I mean, I've been hired on, so just go ahead and cancel it or whatever.

Speaker speaker_1: Understood. So for the purpose of the line being recorded, you stated today you would like to cancel the policy with Crown Services. Correct?

Speaker speaker_2: Correct.

Speaker speaker_1: All right. I've processed that cancellation. It does take seven to 10 business days to process, and if you should be receiving a paycheck from them, you might see one or two more deductions from them.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. You are all set, Mr. Steeles. Thank you so much for your time and taking my call today.

Speaker speaker_2: Thank you. You have a good one.

Speaker speaker_1: Thank you, you too. Bye-bye.