

## **Transcript: Franchesca**

**Baez-5581540734189568-5343840064159744**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Please leave your message for 502-953-7016. Good afternoon, Mr. Matthew. My name is Francesca Benefits, and I'm currently calling on behalf of Crown Services Staffing regarding, regarding the text message you received today at two... uh, 1:00 PM. Sorry. Regarding a lapse in coverage to which you applied to assist, the Crown Services System informed me that there was a lapse in coverage, meaning that at the moment this week, you're currently not active for the health insurance you have with Crown Services. In the event that you need more further information, feel free to give us a call back at 800-497-4856. We're open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time. Have a wonderful rest of your day, and thank you for listening to my message.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes. Please leave your message for 502-953-7016.

Speaker speaker\_1: Good afternoon, Mr. Matthew. My name is Francesca Benefits, and I'm currently calling on behalf of Crown Services Staffing regarding, regarding the text message you received today at two... uh, 1:00 PM. Sorry. Regarding a lapse in coverage to which you applied to assist, the Crown Services System informed me that there was a lapse in coverage, meaning that at the moment this week, you're currently not active for the health insurance you have with Crown Services. In the event that you need more further information, feel free to give us a call back at 800-497-4856. We're open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time. Have a wonderful rest of your day, and thank you for listening to my message.