

## **Transcript: Francesca**

**Baez-5868676598153216-5532836260954112**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Good morning. My name is Francesca with Benefits in a Cart, calling on behalf of Crown Services Staffing to speak with Mr. Lewis. Yeah. This is him. Good morning. I was calling in to reply back to that message you received on Wednesday- Mm-hmm. ... in regards to a lapse in coverage and you asked what it meant. Uh, yeah. Okay. So they were just advising you that last week, we did not receive payment for your medical benefits that you have with Crown Services for the medical preventative care plan. Um, I wasn't... I don't really work through Crown really anymore. Okay. Understood. So the system could still send you roughly about three to four more messages. Actually, no, two to three. Sorry. 'Cause when we stop receiving payments by the fifth consecutive week, it will cancel itself out. So the system, it just has an automatic reply out to advise you of that. So you could still receive about three more while it finishes canceling the policy, okay? Okay. All right. Well, I do hope you have a wonderful rest of your day and thank you so much for taking my call today, Mr. Lewis. All right. Thank you. Goodbye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Good morning. My name is Francesca with Benefits in a Cart, calling on behalf of Crown Services Staffing to speak with Mr. Lewis.

Speaker speaker\_2: Yeah. This is him.

Speaker speaker\_1: Good morning. I was calling in to reply back to that message you received on Wednesday-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... in regards to a lapse in coverage and you asked what it meant.

Speaker speaker\_2: Uh, yeah.

Speaker speaker\_1: Okay. So they were just advising you that last week, we did not receive payment for your medical benefits that you have with Crown Services for the medical preventative care plan.

Speaker speaker\_2: Um, I wasn't... I don't really work through Crown really anymore.

Speaker speaker\_1: Okay. Understood. So the system could still send you roughly about three to four more messages. Actually, no, two to three. Sorry. 'Cause when we stop receiving payments by the fifth consecutive week, it will cancel itself out. So the system, it just has an automatic reply out to advise you of that. So you could still receive about three more while it finishes canceling the policy, okay?

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. Well, I do hope you have a wonderful rest of your day and thank you so much for taking my call today, Mr. Lewis.

Speaker speaker\_2: All right. Thank you.

Speaker speaker\_1: Goodbye.