

## **Transcript: Franchesca**

**Baez-6035285976334336-6369914461667328**

### **Full Transcript**

Thank you for calling hello? Yes, sir. How can we assist you today? Uh, yes, ma'am. Uh, my name's, uh, Hardy Dolan and they... I- I told 'em, uh, up there that I didn't want health insurance and they made... They took out 13 and now they're telling me I have to cancel my service. Okay. What staffing company do you work with? Uh, Phillips Two Group for Crown Staffing. And what are the last four of your Social and the last name? Uh, 8594, uh, Dalton. Can you please verify your email address and date of birth to make sure I'm looking at the right account? What is it, my address and date of birth? Yes, sir. Address. Uh, 389 Barker Drive in 0921. We have that contact, 513-508-0792. What is it? The phone number that you're calling on ending on 0792. Uh, yes, ma'am. And we have your email down as the last name. First name, 1313@gmail.com. Yes, ma'am. The reason why you were still out of enroll, sir, is because we never receive any rejection letter. If you would like, we can go ahead and cancel the pending enrollment in there, but it does show that it's already processing in your staffing company. Yeah, they- they haven't been taking it out and they just took it out randomly. I- I never told them I wanted it or... The reason why you were enrolled in it without you asking for it is because Crown Services has an auto enrollment policy per their company. They auto enroll your new hires into their medical preventative care plan. So you're being auto enrolled at the moment. I can cancel it if you like, but I'm not able to issue a reimbursement because you were enrolled due to the company policy and we did not receive any rejection on it. I'm sorry. Right on. No, that's fine, ma'am. Yeah, I j- if you could just cancel it for me. Of course. And then I just need a verbal disclosure since the line is recorded that you would like to cancel benefits with Crown Services at this moment. And that is correct. Uh, yes, ma'am. Okay. I put in front of your cost of the cancellations. Our cancellations do take seven to 10 business days, so you might see one or two more deductions while your cancellation is being completed. Okay. Was there anything else I can assist you with today? No, that's fine, man. Thank you. My pleasure. Have a great day.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling hello?

Speaker speaker\_1: Yes, sir. How can we assist you today?

Speaker speaker\_2: Uh, yes, ma'am. Uh, my name's, uh, Hardy Dolan and they... I- I told 'em, uh, up there that I didn't want health insurance and they made... They took out 13 and now they're telling me I have to cancel my service.

Speaker speaker\_1: Okay. What staffing company do you work with?

Speaker speaker\_2: Uh, Phillips Two Group for Crown Staffing.

Speaker speaker\_1: And what are the last four of your Social and the last name?

Speaker speaker\_2: Uh, 8594, uh, Dalton.

Speaker speaker\_1: Can you please verify your email address and date of birth to make sure I'm looking at the right account?

Speaker speaker\_2: What is it, my address and date of birth?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Address. Uh, 389 Barker Drive in 0921.

Speaker speaker\_1: We have that contact, 513-508-0792.

Speaker speaker\_2: What is it?

Speaker speaker\_1: The phone number that you're calling on ending on 0792.

Speaker speaker\_2: Uh, yes, ma'am.

Speaker speaker\_1: And we have your email down as the last name. First name, 1313@gmail.com.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: The reason why you were still out of enroll, sir, is because we never receive any rejection letter. If you would like, we can go ahead and cancel the pending enrollment in there, but it does show that it's already processing in your staffing company.

Speaker speaker\_2: Yeah, they- they haven't been taking it out and they just took it out randomly. I- I never told them I wanted it or...

Speaker speaker\_1: The reason why you were enrolled in it without you asking for it is because Crown Services has an auto enrollment policy per their company. They auto enroll your new hires into their medical preventative care plan. So you're being auto enrolled at the moment. I can cancel it if you like, but I'm not able to issue a reimbursement because you were enrolled due to the company policy and we did not receive any rejection on it. I'm sorry.

Speaker speaker\_2: Right on. No, that's fine, ma'am. Yeah, I j- if you could just cancel it for me.

Speaker speaker\_1: Of course. And then I just need a verbal disclosure since the line is recorded that you would like to cancel benefits with Crown Services at this moment. And that is correct.

Speaker speaker\_2: Uh, yes, ma'am.

Speaker speaker\_1: Okay. I put in front of your cost of the cancellations. Our cancellations do take seven to 10 business days, so you might see one or two more deductions while your

cancellation is being completed.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Was there anything else I can assist you with today?

Speaker speaker\_2: No, that's fine, man. Thank you.

Speaker speaker\_1: My pleasure. Have a great day.