

## **Transcript: Francesca**

**Baez-6402699362091008-5875875016130560**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Please leave your message for... Mike. Good afternoon. My name is Francesca with Benefits in a Card, looking to speak with Mr. Barry on behalf of Crown Services. Sorry if I mispronounce it. We'll be giving you a call in regards to the text message that you received today stating there is a lapse in coverage in the last one to two weeks due to a missed payroll deduction, to which you replied, "What is this?" So the automated system from Crown Services, your staffing company, is informing you that for this week of February 17-23rd, we have not received the premium of the \$15.67 to pay for your medical preventative coverage in which you're currently enrolled into. That will be the reason why you received that text message. In the event that you would like to make a payment out of pocket, you're more than welcome to give us a call. Um, however, please keep in mind that you are in no way obligated to make a payment into the benefits. If you have any questions or concerns, feel free to return the call back at 800-497-4856. We're open 8:00 AM to 8:00 PM Monday through Friday, Eastern time. Hope you have a wonderful rest of your day, as well as thank you for listening to my message.

### **Conversation Format**

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

Speaker speaker\_1: Please leave your message for... Mike.

Speaker speaker\_2: Good afternoon. My name is Francesca with Benefits in a Card, looking to speak with Mr. Barry on behalf of Crown Services. Sorry if I mispronounce it. We'll be giving you a call in regards to the text message that you received today stating there is a lapse in coverage in the last one to two weeks due to a missed payroll deduction, to which you replied, "What is this?" So the automated system from Crown Services, your staffing company, is informing you that for this week of February 17-23rd, we have not received the premium of the \$15.67 to pay for your medical preventative coverage in which you're currently enrolled into. That will be the reason why you received that text message. In the event that you would like to make a payment out of pocket, you're more than welcome to give us a call. Um, however, please keep in mind that you are in no way obligated to make a payment into the benefits. If you have any questions or concerns, feel free to return the call back at 800-497-4856. We're open 8:00 AM to 8:00 PM Monday through Friday, Eastern time. Hope you have a wonderful rest of your day, as well as thank you for listening to my message.