

Transcript: Franchesca

Baez-4814237314531328-5487218760040448

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Please leave your message for... Good afternoon, this is- Good afternoon. My name is Francesca beneficiary of calling to speak with Mr. Champagne on behalf of Crown Services. We're giving you a call in regards to the text message you received at 1:00 PM where it was advising you of a lapse in coverage, and you said you were unsure of who sent the message. That was Crown Services system advising you that the payment for your benefits for the week of December 16th through the 22nd was not received, and to inform you that for that week you will be inactive due to no payment. If you had any services that needed to be covered, please give us a call back at 800-497-4856 to make a direct payment out of pocket. We'll be open 8:00 AM to 8:00 PM Monday through Friday at Eastern time, close 31st, 1st January, 2025 as well as the 24th and 25th as well. Hope you have a wonderful rest of your day. Thank you for your time today and listening to this message.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Please leave your message for...

Speaker speaker_1: Good afternoon, this is-

Speaker speaker_2: Good afternoon. My name is Francesca beneficiary of calling to speak with Mr. Champagne on behalf of Crown Services. We're giving you a call in regards to the text message you received at 1:00 PM where it was advising you of a lapse in coverage, and you said you were unsure of who sent the message. That was Crown Services system advising you that the payment for your benefits for the week of December 16th through the 22nd was not received, and to inform you that for that week you will be inactive due to no payment. If you had any services that needed to be covered, please give us a call back at 800-497-4856 to make a direct payment out of pocket. We'll be open 8:00 AM to 8:00 PM Monday through Friday at Eastern time, close 31st, 1st January, 2025 as well as the 24th and 25th as well. Hope you have a wonderful rest of your day. Thank you for your time today and listening to this message.