

## **Transcript: Francesca**

**Baez-5758071226941440-5814777998917632**

### **Full Transcript**

Your call may be monitored- Hello. ... or recorded for quality assurance purposes. Good afternoon, my name is Francesca Benefits , calling to speak with Mr. Woodson behalf of Crown Services. From Crown? Yes, sir. I'm calling on behalf of Crown Services regarding the text message you received today. Yes, ma'am. Yes, sir. So I'm just calling to let you know the automated system send you that message due to the fact that this week we did not receive payment for coverage. And the event- Okay. ... that you did stop working with them. You might still receive roughly three more of those messages which you can ignore if you're no longer with the company. Okay. All right. That was all I was calling for. I hope you have a wonderful rest of your day. You too. Thank you. Goodbye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored-

Speaker speaker\_1: Hello.

Speaker speaker\_0: ... or recorded for quality assurance purposes.

Speaker speaker\_2: Good afternoon, my name is Francesca Benefits , calling to speak with Mr. Woodson behalf of Crown Services.

Speaker speaker\_1: From Crown?

Speaker speaker\_2: Yes, sir. I'm calling on behalf of Crown Services regarding the text message you received today.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Yes, sir. So I'm just calling to let you know the automated system send you that message due to the fact that this week we did not receive payment for coverage. And the event-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... that you did stop working with them. You might still receive roughly three more of those messages which you can ignore if you're no longer with the company.

Speaker speaker\_1: Okay.

Speaker speaker\_2: All right. That was all I was calling for. I hope you have a wonderful rest of your day.

Speaker speaker\_1: You too.

Speaker speaker\_2: Thank you. Goodbye.