

Transcript: Francesca

Baez-5876653525254144-5268019279773696

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon, my name is Francesca. How can I assist you today? Uh, yes, I was wondering if it was op- open enrollment for Crown employees? Crown Services? Let's see. Uh-huh. No, ma'am. Company open enrollment period hasn't taken effect for Crown Services yet. It starts December 2nd all the way to January 1st, will be when they have their company open enrollment period, and those policies won't be effective till 2025th. You said till 2026? 25th. Oh, the 25th. The 25th of January? Correct. Okay. Okay, so how do I go about enrolling? Do I just call back during the open enrollment period? Yes, ma'am. Okay, thank you. Okay, well, I hope you have a wonderful-

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Good afternoon, my name is Francesca. How can I assist you today?

Speaker speaker_2: Uh, yes, I was wondering if it was op- open enrollment for Crown employees?

Speaker speaker_1: Crown Services? Let's see.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: No, ma'am. Company open enrollment period hasn't taken effect for Crown Services yet. It starts December 2nd all the way to January 1st, will be when they have their company open enrollment period, and those policies won't be effective till 2025th.

Speaker speaker_2: You said till 2026?

Speaker speaker_1: 25th.

Speaker speaker_2: Oh, the 25th. The 25th of January?

Speaker speaker_1: Correct.

Speaker speaker_2: Okay. Okay, so how do I go about enrolling? Do I just call back during the open enrollment period?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: Okay, well, I hope you have a wonderful-