

Transcript: Francesca

Baez-6123420855091200-5476759438934016

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello? Good afternoon. My name is Francesca. I'm calling looking to speak with Mr. Wilde about nothing. Yeah. I'm sorry. I'm calling About what? Hello? Hello. There we go. Yes, sir. I can hear you better now. Now what are you saying? Huh? I'm just saying I have to opt out. That means I used to live here for... Yes, sir. I was calling in regards to that. You said you would like to opt out. Yeah. Um, the only thing is you're already enrolled into coverage, sir. Crown Services auto enrollment has already enrolled you into coverage. So I was calling to see if you want me to cancel it for you then. Yeah, cancel it. All right. So just for the purposes of them being recorded, you stated you would like to cancel your current benefits with Crown Services. Correct? Yeah. All right. So I put in the request. Cancellation does take seven to ten business days to process through. So you're going to see one or two more deductions while it's being completed. Okay? All right. All right. I hope you have a wonderful rest of your day. Thank you for your time today. There's something.....

Conversation Format

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

Speaker speaker_1: Hello?

Speaker speaker_2: Good afternoon. My name is Francesca. I'm calling looking to speak with Mr. Wilde about nothing.

Speaker speaker_1: Yeah. I'm sorry. I'm calling

Speaker speaker_3: About what?

Speaker speaker_2: Hello?

Speaker speaker_1: Hello.

Speaker speaker_2: There we go. Yes, sir. I can hear you better now. Now what are you saying?

Speaker speaker_1: Huh? I'm just saying I have to opt out. That means I used to live here for...

Speaker speaker_2: Yes, sir. I was calling in regards to that. You said you would like to opt out.

Speaker speaker_1: Yeah.

Speaker speaker_2: Um, the only thing is you're already enrolled into coverage, sir. Crown Services auto enrollment has already enrolled you into coverage. So I was calling to see if you want me to cancel it for you then.

Speaker speaker_1: Yeah, cancel it.

Speaker speaker_2: All right. So just for the purposes of them being recorded, you stated you would like to cancel your current benefits with Crown Services. Correct?

Speaker speaker_1: Yeah.

Speaker speaker_2: All right. So I put in the request. Cancellation does take seven to ten business days to process through. So you're going to see one or two more deductions while it's being completed. Okay?

Speaker speaker_1: All right.

Speaker speaker_2: All right. I hope you have a wonderful rest of your day. Thank you for your time today.

Speaker speaker_3: There's something.....