

Transcript: Franchesca

Baez-6123911260061696-6140390235881472

Full Transcript

Your call is being monitored for quality assurance purposes. Yes, we'll let you know- Oh, I'm not going to start saying any of that. Can you say that again? Yes, good day my name is Francesca Benafentino Carr looking to speak with Mr. Kosinski on behalf of Crown Services. Oh yes, what is this about? I'm giving you a call regarding the text message that you received today to which you replied back what? Some type of blah- Yes. ... garbage? Yeah, what's that about? Are you aware of this sir, ... policy automatically enrolls new hires into a medical preventative care plan. That's- Okay. ... what that text message is in regards to. This week there was no payment for that specific policy. Oh okay, so I don't owe anything of course right since I didn't sign up for anything? Crown Service signed you up for a medical plan. They're just letting you know that this week you're not, that was basically that text message. Oh, okay, yes. They're reading why we did not post the message in the event that you're still a Crown Service employee. I can process the cancellation if you're not looking to keep that plan. No, you can go ahead and leave it. Thank you. Understood. Hope you have a- Thank you. ... wonderful rest of your day, thank you for your time. Goodbye

Conversation Format

Speaker speaker_0: Your call is being monitored for quality assurance purposes.

Speaker speaker_1: Yes, we'll let you know-

Speaker speaker_2: Oh, I'm not going to start saying any of that. Can you say that again?

Speaker speaker_1: Yes, good day my name is Francesca Benafentino Carr looking to speak with Mr. Kosinski on behalf of Crown Services.

Speaker speaker_2: Oh yes, what is this about?

Speaker speaker_1: I'm giving you a call regarding the text message that you received today to which you replied back what? Some type of blah-

Speaker speaker_2: Yes.

Speaker speaker_1: ... garbage?

Speaker speaker_2: Yeah, what's that about?

Speaker speaker_1: Are you aware of this sir, ... policy automatically enrolls new hires into a medical preventative care plan. That's-

Speaker speaker_2: Okay.

Speaker speaker_1: ... what that text message is in regards to. This week there was no payment for that specific policy.

Speaker speaker_2: Oh okay, so I don't owe anything of course right since I didn't sign up for anything?

Speaker speaker_1: Crown Service signed you up for a medical plan. They're just letting you know that this week you're not, that was basically that text message.

Speaker speaker_2: Oh, okay, yes.

Speaker speaker_1: They're reading why we did not post the message in the event that you're still a Crown Service employee. I can process the cancellation if you're not looking to keep that plan.

Speaker speaker_2: No, you can go ahead and leave it. Thank you.

Speaker speaker_1: Understood. Hope you have a-

Speaker speaker_2: Thank you.

Speaker speaker_1: ... wonderful rest of your day, thank you for your time.

Speaker speaker_2: Goodbye