

## **Transcript: Franchesca**

**Baez-6298424919113728-5301670551666688**

### **Full Transcript**

Thank you for calling Benefits in a Crown. My name is Francesca. How can I assist you today? Um, yes, I recently was employed through, um, Crown Staffing for Western State and I had signed up for the insurance, but I need to cancel that. What are the last four of the social? 9894. And the last name? Melton, M-E-L-T-O-N. We did see, is Crown Services last four 9894? 9894. Yes. And you don't have any other last name? No, it's Melton, M-E-L-T-O-N. I had signed up for the, um, auto enrollment in it, but I needed to cancel it. So we haven't received your file yet. Okay. To be truthfully honest, usually we offer to open an account, but by me opening the account and claiming that auto enrollment still does not guarantee that once we do receive that form, someone won't enroll you into it. Uh-huh. Have you received your first paycheck by any chance yet? No, ma'am. Okay. I recommend calling in throughout next week whenever you're able to. Okay. Or if you receive that paycheck, after you receive that paycheck, give us a call. The day that you get it or the day before it, usually we have the account by then. Oh, okay. Yes, ma'am. Thank you so much. Of course. And then, our hours of operations are Monday through Friday is 8:00 AM to 8:00 PM Eastern Time. Okay. All right. Thank you. My pleasure. Have a great day. You too. Bye-bye. Bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Crown. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Um, yes, I recently was employed through, um, Crown Staffing for Western State and I had signed up for the insurance, but I need to cancel that.

Speaker speaker\_0: What are the last four of the social?

Speaker speaker\_1: 9894.

Speaker speaker\_0: And the last name?

Speaker speaker\_1: Melton, M-E-L-T-O-N.

Speaker speaker\_0: We did see, is Crown Services last four 9894?

Speaker speaker\_1: 9894. Yes.

Speaker speaker\_0: And you don't have any other last name?

Speaker speaker\_1: No, it's Melton, M-E-L-T-O-N. I had signed up for the, um, auto enrollment in it, but I needed to cancel it.

Speaker speaker\_0: So we haven't received your file yet.

Speaker speaker\_1: Okay.

Speaker speaker\_0: To be truthfully honest, usually we offer to open an account, but by me opening the account and claiming that auto enrollment still does not guarantee that once we do receive that form, someone won't enroll you into it.

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: Have you received your first paycheck by any chance yet?

Speaker speaker\_1: No, ma'am.

Speaker speaker\_0: Okay. I recommend calling in throughout next week whenever you're able to.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Or if you receive that paycheck, after you receive that paycheck, give us a call. The day that you get it or the day before it, usually we have the account by then.

Speaker speaker\_1: Oh, okay. Yes, ma'am. Thank you so much.

Speaker speaker\_0: Of course. And then, our hours of operations are Monday through Friday is 8:00 AM to 8:00 PM Eastern Time.

Speaker speaker\_1: Okay. All right. Thank you.

Speaker speaker\_0: My pleasure. Have a great day.

Speaker speaker\_1: You too. Bye-bye.

Speaker speaker\_0: Bye.