

Transcript: Franchesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling by the ... my name is... how can I assist you today? Mm, yes, ma'am. Um, I want to cancel the insurance I have. Uh, uh, I had already filled out the form. For some reason, it, it charged me anyhow and took the money out of my check for the insurance that I didn't write. What health income company? Uh, I'm sorry. Say that again? What health income company do you work with? Uh, uh, Wagner. What are the last four of your Social? 1142. And your last name, please? Uh, Stanley. Could you please verify your mailing address and date of birth? Yes, ma'am. My date of birth is 10/14/'79. My mailing address is 6001 Thomaston Road, Macon, Georgia 31220, apartment 1609. Oh, okay. So you ... 'Cause I had it down as apartment 1901. It, it is 1901. I'm sorry. I told you the wrong apartment. It is 1901. Okay. And then currently we do not have any contact number for you. Would it be okay to put the one you're calling on ending in 7450? Yes, ma'am. That's fine. Okay. So the reason why you were still enrolled into the coverage is because we did not receive any request declining out or enrollment. Okay. Yeah, uh, I filled the form out. I, I don't know if the lady just didn't turn it in or what the deal was, but I... Yeah, I wanna, I don't want to be re-enrolled. Okay. And then just for the purpose of this line being recorded, you say you would like to cancel coverage with Wagner Service Solutions, correct? Yes, ma'am. All right. So I've put in the request for the cancellation. Please keep in mind, cancellations do take seven to 10 business days to process. So you might see one or two more deductions while it's canceling out. Okay. All right. Is there anything else we can assist you with today? No, ma'am. That's it. Hope you have a wonderful rest of your day, and thank you for your time today. You too, ma'am. Thank you. Mm, bye-bye. You're welcome. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling by the ... my name is... how can I assist you today?

Speaker speaker_2: Mm, yes, ma'am. Um, I want to cancel the insurance I have. Uh, uh, I had already filled out the form. For some reason, it, it charged me anyhow and took the money out of my check for the insurance that I didn't write.

Speaker speaker_1: What health income company?

Speaker speaker_2: Uh, I'm sorry. Say that again?

Speaker speaker_1: What health income company do you work with?

Speaker speaker_2: Uh, uh, Wagner.

Speaker speaker_1: What are the last four of your Social?

Speaker speaker_2: 1142.

Speaker speaker_1: And your last name, please?

Speaker speaker_2: Uh, Stanley.

Speaker speaker_1: Could you please verify your mailing address and date of birth?

Speaker speaker_2: Yes, ma'am. My date of birth is 10/14/'79. My mailing address is 6001 Thomaston Road, Macon, Georgia 31220, apartment 1609.

Speaker speaker_1: Oh, okay. So you ... 'Cause I had it down as apartment 1901.

Speaker speaker_2: It, it is 1901. I'm sorry. I told you the wrong apartment. It is 1901.

Speaker speaker_1: Okay. And then currently we do not have any contact number for you. Would it be okay to put the one you're calling on ending in 7450?

Speaker speaker_2: Yes, ma'am. That's fine.

Speaker speaker_1: Okay. So the reason why you were still enrolled into the coverage is because we did not receive any request declining out or enrollment.

Speaker speaker_2: Okay. Yeah, uh, I filled the form out. I, I don't know if the lady just didn't turn it in or what the deal was, but I... Yeah, I wanna, I don't want to be re-enrolled.

Speaker speaker_1: Okay. And then just for the purpose of this line being recorded, you say you would like to cancel coverage with Wagner Service Solutions, correct?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All right. So I've put in the request for the cancellation. Please keep in mind, cancellations do take seven to 10 business days to process. So you might see one or two more deductions while it's canceling out.

Speaker speaker_2: Okay. All right.

Speaker speaker_1: Is there anything else we can assist you with today?

Speaker speaker_2: No, ma'am. That's it.

Speaker speaker_1: Hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker_2: You too, ma'am. Thank you. Mm, bye-bye.

Speaker speaker_1: You're welcome. Bye-bye.