

Transcript: Franchesca

Baez-4553872082386944-6524149775384576

Full Transcript

Thank you for calling Benefits 2020. My name is How can I assist you today? Hi, yes, my name is Monica Clark and I called, um, about two weeks ago to have my account deactivated or stopped and I was just calling to make sure that that had happened 'cause I just saw an email from you guys. What staffing company do you work with? Uh, BD. What are the last four of the SSN? 0600. To make sure I have the right account, can you please verify the mailing address and date of birth? 0818 83 3611 Darnell Court, Missouri City, Texas 77459. We have a best phone number to reach that as 281-777-2043. Correct, 43. 281-777-2043. So I do show that this cancellation was processed last week. It takes seven to 10 business days for cancellations to process through. Oh, it was just sent through last week? Yes, ma'am. It shows that you called in on the 31st of March at 10:01 AM in the morning to process that cancellation. Okay. Um, okay. I'll wait. All right. Hope you have a wonderful rest of your day. Thank you for your time today. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 2020. My name is How can I assist you today?

Speaker speaker_1: Hi, yes, my name is Monica Clark and I called, um, about two weeks ago to have my account deactivated or stopped and I was just calling to make sure that that had happened 'cause I just saw an email from you guys.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: Uh, BD.

Speaker speaker_0: What are the last four of the SSN?

Speaker speaker_1: 0600.

Speaker speaker_0: To make sure I have the right account, can you please verify the mailing address and date of birth?

Speaker speaker_1: 0818 83 3611 Darnell Court, Missouri City, Texas 77459.

Speaker speaker_0: We have a best phone number to reach that as 281-777-2043.

Speaker speaker_1: Correct, 43. 281-777-2043.

Speaker speaker_0: So I do show that this cancellation was processed last week. It takes seven to 10 business days for cancellations to process through.

Speaker speaker_1: Oh, it was just sent through last week?

Speaker speaker_0: Yes, ma'am. It shows that you called in on the 31st of March at 10:01 AM in the morning to process that cancellation.

Speaker speaker_1: Okay. Um, okay. I'll wait.

Speaker speaker_0: All right. Hope you have a wonderful rest of your day. Thank you for your time today.

Speaker speaker_1: You too. Bye-bye.