

## Transcript: Francesca

**Baez-4768791239245824-5108521071984640**

### Full Transcript

Thank you for calling Benefits 2005. My name is Francesca. How can I assist you today? Uh, um, I need to help, you know, to cancel an insurance, please. What staffing company do you work with? Um, I'm working with Surge. What are the last four of the Social? 2271. And the last name? Andre. A-N-D-R-E. First name Wilbur? Yes, ma'am. Could you verify your mailing address and date of birth? Date of birth, so that's... Um. May 2, 1966. And then do you need my email address too? Your mailing address, sir, yes. Uh, 2149 Inverted Square East, Columbus, Ohio 43210. We have a different address on file. Maybe it's your old address. But it's not in Columbus. Oh, yeah, it's got my old address. I see it here. Oh, shit. Let's see. Oh, I don't know the old address. Is that a problem? Um, no, sir. Then I will need you to verify the account using your full Social instead. All right then. 1875 02022271. Just for the purpose of the line being recorded, you said that you would like to cancel the policy with Surge Staffing, correct? Yes. All right. I've put in the request for the cancellation. Please keep in mind that cancellations take seven to ten business days to process. So you might experience one or two more deductions while it's being completed. All right. Is there anything else we can assist you with today? No, that's all. All right. I hope you have a wonderful rest of your day, and thank you for your time today. You too. Thank you. Bye, sir.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits 2005. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Uh, um, I need to help, you know, to cancel an insurance, please.

Speaker speaker\_0: What staffing company do you work with?

Speaker speaker\_1: Um, I'm working with Surge.

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

Speaker speaker\_1: 2271.

Speaker speaker\_0: And the last name?

Speaker speaker\_1: Andre. A-N-D-R-E.

Speaker speaker\_0: First name Wilbur?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Could you verify your mailing address and date of birth?

Speaker speaker\_1: Date of birth, so that's... Um. May 2, 1966. And then do you need my email address too?

Speaker speaker\_0: Your mailing address, sir, yes.

Speaker speaker\_1: Uh, 2149 Inverted Square East, Columbus, Ohio 43210.

Speaker speaker\_0: We have a different address on file. Maybe it's your old address. But it's not in Columbus.

Speaker speaker\_1: Oh, yeah, it's got my old address. I see it here. Oh, shit. Let's see. Oh, I don't know the old address. Is that a problem?

Speaker speaker\_0: Um, no, sir. Then I will need you to verify the account using your full Social instead.

Speaker speaker\_1: All right then. 1875 02022271.

Speaker speaker\_0: Just for the purpose of the line being recorded, you said that you would like to cancel the policy with Surge Staffing, correct?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. I've put in the request for the cancellation. Please keep in mind that cancellations take seven to ten business days to process. So you might experience one or two more deductions while it's being completed.

Speaker speaker\_1: All right.

Speaker speaker\_0: Is there anything else we can assist you with today?

Speaker speaker\_1: No, that's all.

Speaker speaker\_0: All right. I hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker\_1: You too. Thank you.

Speaker speaker\_0: Bye, sir.