

Transcript: Francesca

Baez-4811266095628288-5596730570358784

Full Transcript

Hi, my name is Francesca. How can I assist you today? Um, yes, ma'am. I called this morning and talked to a gentleman. And he told me that my, um, insurance had been terminated with just what I was needing done. And at two o'clock today I received a welcome member email from you guys. So I didn't... I just wanted to call and make sure it was canceled. Okay. I can take a look and see. I do want to say, cancellations take seven to ten business days to process. They're not immediate. So that could be the reason why you received a text message and an email. Okay. Okay. What staffing company do you work with? Um, HD Staffing. And what are the last four of your Social and your last name? 6998 and my last name is Bowman. Could you verify your mailing address and date of birth? 180 Hogan Road, Gordonsville, Tennessee 38563 and my date of birth is March 28, 1997. I have best contact 615-580-7306? Yes. Can I have your email down as misskayla2020@gmail.com? Yes. Yes, ma'am, what you see here, where we show a cancellation being processed today, it is going to take that one to two weeks for it to be completed. Okay. Okay. With it taking one to two weeks for it to be completed, will it still come out of my paycheck this week if it's not fully canceled? Yes, ma'am. You should see one or two more deductions while your cancellation is being processed. Will I get reimbursed for this or does it just... Hey, hmm. No, ma'am. Cancellation takes that one to two weeks. There won't be any refunds since we cannot accelerate this timeframe. It has to be canceled in our system, your carrier's system, which is a total of four different carriers, as well as your staffing company's system. That's why it takes so long. That will mean that you have one to two more weeks of coverage. Okay. Thank you. Of course. Anything else we can assist you with today? That's it. All right. I hope you have a wonderful rest of your day.

Conversation Format

Speaker speaker_0: Hi, my name is Francesca. How can I assist you today?

Speaker speaker_1: Um, yes, ma'am. I called this morning and talked to a gentleman. And he told me that my, um, insurance had been terminated with just what I was needing done. And at two o'clock today I received a welcome member email from you guys. So I didn't... I just wanted to call and make sure it was canceled.

Speaker speaker_0: Okay. I can take a look and see. I do want to say, cancellations take seven to ten business days to process. They're not immediate. So that could be the reason why you received a text message and an email.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: Um, HD Staffing.

Speaker speaker_0: And what are the last four of your Social and your last name?

Speaker speaker_1: 6998 and my last name is Bowman.

Speaker speaker_0: Could you verify your mailing address and date of birth?

Speaker speaker_1: 180 Hogan Road, Gordonsville, Tennessee 38563 and my date of birth is March 28, 1997.

Speaker speaker_0: I have best contact 615-580-7306?

Speaker speaker_1: Yes.

Speaker speaker_0: Can I have your email down as misskayla2020@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Yes, ma'am, what you see here, where we show a cancellation being processed today, it is going to take that one to two weeks for it to be completed.

Speaker speaker_1: Okay. Okay. With it taking one to two weeks for it to be completed, will it still come out of my paycheck this week if it's not fully canceled?

Speaker speaker_0: Yes, ma'am. You should see one or two more deductions while your cancellation is being processed.

Speaker speaker_1: Will I get reimbursed for this or does it just... Hey, hmm.

Speaker speaker_0: No, ma'am. Cancellation takes that one to two weeks. There won't be any refunds since we cannot accelerate this timeframe. It has to be canceled in our system, your carrier's system, which is a total of four different carriers, as well as your staffing company's system. That's why it takes so long. That will mean that you have one to two more weeks of coverage.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Of course. Anything else we can assist you with today?

Speaker speaker_1: That's it.

Speaker speaker_0: All right. I hope you have a wonderful rest of your day.