

Transcript: Franchesca

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Full Transcript

Hello, my name is Brittany. My name is Brittany, how can I assist you today? Yes, um, I would like to cancel my insurance through you guys. And which company are you with? I am with Versella Firing Agency and Benefits at Card. So you're actually with Versella Benefits at Card where you called. We're just the administrator, we don't handle anything else aside from the coverage. What are the last four of your Social? Uh, 0847. And the last name? Marx, M-A-R-X. Could you please verify your mailing address and date of birth for security purposes? 211 South Bluff Street, Monticello, Indiana 47960 and, uh, oh, 06061995. I have that contact, same phone number you called on, 574-297-4667 with the email of first and last name 2024 at gmail.com. Yep, that's that. And for the purpose of my line being recorded, you have stated you would like to cancel your full policy with Versella through our staff, correct? Yes. I am being hired full time at my job. I'm listening. So I put in for the request, it's going to take seven to ten business days for cancellations to process so you may experience one or two deductions after today. Oh, okay. That's fine. Was there anything else we can assist you with today? Uh, no, that's it. All right, I hope you have a wonderful rest of your day and thank you for your time today. All right, thank you, too. Bye. Bye-bye.

Conversation Format

Speaker speaker_0: Hello, my name is Brittany. My name is Brittany, how can I assist you today?

Speaker speaker_1: Yes, um, I would like to cancel my insurance through you guys.

Speaker speaker_0: And which company are you with?

Speaker speaker_1: I am with Versella Firing Agency and Benefits at Card.

Speaker speaker_0: So you're actually with Versella Benefits at Card where you called. We're just the administrator, we don't handle anything else aside from the coverage. What are the last four of your Social?

Speaker speaker_1: Uh, 0847.

Speaker speaker_0: And the last name?

Speaker speaker_1: Marx, M-A-R-X.

Speaker speaker_0: Could you please verify your mailing address and date of birth for security purposes?

Speaker speaker_1: 211 South Bluff Street, Monticello, Indiana 47960 and, uh, oh, 06061995.

Speaker speaker_0: I have that contact, same phone number you called on, 574-297-4667 with the email of first and last name 2024 at gmail.com.

Speaker speaker_1: Yep, that's that.

Speaker speaker_0: And for the purpose of my line being recorded, you have stated you would like to cancel your full policy with Versella through our staff, correct?

Speaker speaker_1: Yes. I am being hired full time at my job.

Speaker speaker_0: I'm listening. So I put in for the request, it's going to take seven to ten business days for cancellations to process so you may experience one or two deductions after today.

Speaker speaker_1: Oh, okay. That's fine.

Speaker speaker_0: Was there anything else we can assist you with today?

Speaker speaker_1: Uh, no, that's it.

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: All right, thank you, too. Bye.

Speaker speaker_0: Bye-bye.