

## **Transcript: Franchesca**

**Baez-4965199236775936-4557045810282496**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Good morning. My name is Francesca ... with Beneficano Card, looking to speak with Ms. Esther Esten on behalf of OnTrack Staffing. Sorry if I'm mispronouncing. Is that me? Yes, ma'am. We're giving you a call in regards to a text message you sent saying you wanted to cancel coverage. Yes. All right. And that will be the full policy you have for medical VIP standard dental and vision? Uh, what you say? Yes, ma'am. I would like to confirm that you would like to cancel the current policy you have, which is medical, dental and vision. Is that correct? Yes, yes. I want to confirm this. Okay. You want to cancel all of it, correct? Yes, all of it. Okay. I've put in the request for the cancellation. Please keep in mind that cancellations take seven to 10 business days so there is a possibility you may experience one to two more deductions while it's being processed, okay? Okay. Thank you. Of course. My pleasure. Was there anything else we can assist you with today? Um, I want to know, um, before the process is ending, they will recharge me on my Payroll? Yes, ma'am. You should see it one or two more times. Oh, okay. Okay. You can also use the benefits during those one to two weeks. So one or two more deductions will also mean one or two more weeks of coverage. Okay? Okay. All right. ? Was there anything else we can assist you with today? No, thank you. My pleasure. Thank you for taking my call. I hope you have a wonderful rest of your day. Okay. Thank you. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Good morning. My name is Francesca ... with Beneficano Card, looking to speak with Ms. Esther Esten on behalf of OnTrack Staffing. Sorry if I'm mispronouncing.

Speaker speaker\_2: Is that me?

Speaker speaker\_1: Yes, ma'am. We're giving you a call in regards to a text message you sent saying you wanted to cancel coverage.

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right. And that will be the full policy you have for medical VIP standard dental and vision?

Speaker speaker\_2: Uh, what you say?

Speaker speaker\_1: Yes, ma'am. I would like to confirm that you would like to cancel the current policy you have, which is medical, dental and vision. Is that correct?

Speaker speaker\_2: Yes, yes. I want to confirm this.

Speaker speaker\_1: Okay. You want to cancel all of it, correct?

Speaker speaker\_2: Yes, all of it.

Speaker speaker\_1: Okay. I've put in the request for the cancellation. Please keep in mind that cancellations take seven to 10 business days so there is a possibility you may experience one to two more deductions while it's being processed, okay?

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: Of course. My pleasure. Was there anything else we can assist you with today?

Speaker speaker\_2: Um, I want to know, um, before the process is ending, they will recharge me on my Payroll?

Speaker speaker\_1: Yes, ma'am. You should see it one or two more times.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: Okay. You can also use the benefits during those one to two weeks. So one or two more deductions will also mean one or two more weeks of coverage. Okay?

Speaker speaker\_2: Okay. All right. ?

Speaker speaker\_1: Was there anything else we can assist you with today?

Speaker speaker\_2: No, thank you.

Speaker speaker\_1: My pleasure. Thank you for taking my call. I hope you have a wonderful rest of your day.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: Bye-bye.