

## **Transcript: Francesca**

**Baez-4981763821060096-5540220433383424**

### **Full Transcript**

Thank you for calling Benecito Car Medical, Francesca. How can I assist you today? Hi, this is Andre Taylor. I want to call in, uh, drop my insurance from MAU. What are the last four of your Social? 0542. Please verify your mailing address and your date of birth to make sure I am, in fact, in the correct account. 527 Shiloh Church Road, Wilcox. Zephine line 29385 and 32876. I have the best phone number to reach you down as 864-421-2261. Mm-hmm. I have your email down as altaylor328@hotmail.com. Yes, ma'am. And for the purpose of this line being recorded, you have stated you would like to cancel your full policy with MAU Staffing. Is this correct? Yes, ma'am. All right, so this is going to cancel out all of the current plans that you have with them. Please give a minor cancellation six, seven to ten business days to process through. There is a possibility of you experiencing one to two more deductions while it's being completed. Was there anything else we can assist you with aside from processing a cancellation for you today? No, ma'am. All right, Mr. Taylor. I hope you enjoy the rest of your day. Thank you for giving us a call and allowing us to assist you. Thank you. My pleasure. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benecito Car Medical, Francesca. How can I assist you today?

Speaker speaker\_1: Hi, this is Andre Taylor. I want to call in, uh, drop my insurance from MAU.

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

Speaker speaker\_1: 0542.

Speaker speaker\_0: Please verify your mailing address and your date of birth to make sure I am, in fact, in the correct account.

Speaker speaker\_1: 527 Shiloh Church Road, Wilcox. Zephine line 29385 and 32876.

Speaker speaker\_0: I have the best phone number to reach you down as 864-421-2261.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: I have your email down as altaylor328@hotmail.com.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And for the purpose of this line being recorded, you have stated you would like to cancel your full policy with MAU Staffing. Is this correct?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: All right, so this is going to cancel out all of the current plans that you have with them. Please give a minor cancellation six, seven to ten business days to process through. There is a possibility of you experiencing one to two more deductions while it's being completed. Was there anything else we can assist you with aside from processing a cancellation for you today?

Speaker speaker\_1: No, ma'am.

Speaker speaker\_0: All right, Mr. Taylor. I hope you enjoy the rest of your day. Thank you for giving us a call and allowing us to assist you.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: My pleasure. Bye-bye.