

## **Transcript: Francesca**

**Baez-5138372482088960-5636386455863296**

### **Full Transcript**

Thank you for calling Veterans Services Department. My name is Francesca. How can I assist you today? Yes, ma'am. My name is Thomas Rivers and I, I work for Surge and, uh, I had canceled my insurance. Uh, but, but after I find out the benefits, I changed my mind and I wanted the, the... Can I, can I, uh, uh, re- reopen it? Let me take a look and see. And you said you were Surge staffing, correct? Yes, ma'am. Can I have the last four of your Social? 6349. Could you please verify your mailing address and date of birth to make sure I have the right account in front of me? Okay. Uh, my birthday is 9... My birthday is 09/09/'61 and my address is 3995 Commando Drive, Columbus, Georgia. May I have the last phone number to reach you down as 762-385-4... I mean, 5456? Y- My phone number? Yes, sir. Oh, 706-570-3824. Give me one moment. It looks like we need to update it. All right. Unfortunately, Mr. Rivers, I do not believe we'll be able to process that on cancellation 'cause it's already went through the system. It was processed on the 31st of January. Okay then, all right. Thank you, ma'am. Thank you very much. No problem, sir. Was there anything else we can assist you with today? No, ma'am. That's it. Hope you have a wonderful rest of your day. Mm-hmm. Thank you, ma'am. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Yes, ma'am. My name is Thomas Rivers and I, I work for Surge and, uh, I had canceled my insurance. Uh, but, but after I find out the benefits, I changed my mind and I wanted the, the... Can I, can I, uh, uh, re- reopen it?

Speaker speaker\_0: Let me take a look and see. And you said you were Surge staffing, correct?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Can I have the last four of your Social?

Speaker speaker\_1: 6349.

Speaker speaker\_0: Could you please verify your mailing address and date of birth to make sure I have the right account in front of me?

Speaker speaker\_1: Okay. Uh, my birthday is 9... My birthday is 09/09/'61 and my address is 3995 Commando Drive, Columbus, Georgia.

Speaker speaker\_0: May I have the last phone number to reach you down as 762-385-4... I mean, 5456?

Speaker speaker\_1: Y- My phone number?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Oh, 706-570-3824.

Speaker speaker\_0: Give me one moment. It looks like we need to update it.

Speaker speaker\_1: All right.

Speaker speaker\_0: Unfortunately, Mr. Rivers, I do not believe we'll be able to process that on cancellation 'cause it's already went through the system. It was processed on the 31st of January.

Speaker speaker\_1: Okay then, all right. Thank you, ma'am. Thank you very much.

Speaker speaker\_0: No problem, sir. Was there anything else we can assist you with today?

Speaker speaker\_1: No, ma'am. That's it.

Speaker speaker\_0: Hope you have a wonderful rest of your day.

Speaker speaker\_1: Mm-hmm. Thank you, ma'am. Bye-bye.