

## **Transcript: Franchesca**

**Baez-5142919081279488-6584911401238528**

### **Full Transcript**

Thank you for letting me assist you. Hey, um, I was trying to unassign from the insurance. I'm sorry? Yeah, hello? Yes, sir. What can we help you with? Um, I work with Surge and I was trying to stop that insurance that I'm getting charged for. Okay, so you're looking to cancel. What are the last four of the social and the last name? What are the last four? One second. So my last four is 6773. And last name? My last name is Campbell. Please verify your mailing address and date of birth. What's that? Please verify your mailing address and date of birth. Uh, yeah, 3190 Given Avenue and, um, April 2nd, 2002. We have contact 901-607-3760 with the email of hujzoyt@gmail.com? Yes, ma'am. And for the purpose of this call to be recorded, you stated today you would like to cancel the benefits of Surge staffing, correct? That's true. I want to cancel the insurance. I've put in the request for the cancellations of the benefits. Please keep in mind that cancellations do take seven to ten business days to process, so you might experience one or two more deductions while it's being completed. Okay, thank you. My pleasure. Well, is there anything else we can assist you with today? No, ma'am. You have a nice day. Thank you. You too have a great day.

### **Conversation Format**

Speaker speaker\_0: Thank you for letting me assist you.

Speaker speaker\_1: Hey, um, I was trying to unassign from the insurance.

Speaker speaker\_0: I'm sorry?

Speaker speaker\_1: Yeah, hello?

Speaker speaker\_0: Yes, sir. What can we help you with?

Speaker speaker\_1: Um, I work with Surge and I was trying to stop that insurance that I'm getting charged for.

Speaker speaker\_0: Okay, so you're looking to cancel. What are the last four of the social and the last name?

Speaker speaker\_1: What are the last four? One second. So my last four is 6773.

Speaker speaker\_0: And last name?

Speaker speaker\_1: My last name is Campbell.

Speaker speaker\_0: Please verify your mailing address and date of birth.

Speaker speaker\_1: What's that?

Speaker speaker\_0: Please verify your mailing address and date of birth.

Speaker speaker\_1: Uh, yeah, 3190 Given Avenue and, um, April 2nd, 2002.

Speaker speaker\_0: We have contact 901-607-3760 with the email of hujzoyt@gmail.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And for the purpose of this call to be recorded, you stated today you would like to cancel the benefits of Surge staffing, correct?

Speaker speaker\_1: That's true. I want to cancel the insurance.

Speaker speaker\_0: I've put in the request for the cancellations of the benefits. Please keep in mind that cancellations do take seven to ten business days to process, so you might experience one or two more deductions while it's being completed.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: My pleasure. Well, is there anything else we can assist you with today?

Speaker speaker\_1: No, ma'am. You have a nice day.

Speaker speaker\_0: Thank you. You too have a great day.