

## **Transcript: Francesca**

**Baez-5182594537537536-4759717325619200**

### **Full Transcript**

Thank you for calling Benefits ... My name is Francesca. How can I assist you today? Hi, um, this is Sheena Hannan and I just wanted to, um, cancel my additional benefits and that was, uh, critical illness. Okay, what staffing company do you work with? I was working... Uh, I am working in SD Staffing. What are the last four of the social? Uh, four, nine, six, eight. What was the last name, I'm sorry? Hannon. All right. For security purposes, can you please verify your mailing address and date of birth for me? Um, my mailing address is 2118 Fleming Street, Alexandria, uh, 37012. Alexandria, Tennessee. And the date of birth is December 18th, 1985. We have desk contact, 153-815-0493. Yes, that's correct. And we have your email down as your middle name, your first name at yahoo.com. Um, loudishina@yahoo.com. Mm-hmm. And my middle name? Is that correct? My middle name? You're asking for my middle name? No, ma'am. I'm saying that your mailing address, your email itself- Oh. ... is your middle name and your first name at yahoo.com. Yes, loudishina@yahoo.com. So, ma'am, you don't have critical illness. The only benefit plan that shows you're currently enrolled into is the MVP plan. Ah. Okay, that's good. So there's no additional, uh, um, benefits, right? Uh, d- uh, only the MVP plan? That is correct. Yes, ma'am. Okay, that's good. So that's what I want. Is there anything else I can assist you with today? No, nothing. C- 'cause I thought that I, uh, I put more additional, um, um, additional, uh, benefits or something, so. Mm-hmm. That's good. Yes, sir. So currently the only one that you were enrolled into was just that MVP plan. You didn't request anything additional. Okay, that's good. I just want, uh, the MVP plan. That's it. All right. Okay. Was there anything else we can assist you with? No, that's it. Okay, thank you. Of course. It was my pleasure. Have a great day. Thank you. Bye. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Hi, um, this is Sheena Hannan and I just wanted to, um, cancel my additional benefits and that was, uh, critical illness.

Speaker speaker\_0: Okay, what staffing company do you work with?

Speaker speaker\_1: I was working... Uh, I am working in SD Staffing.

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

Speaker speaker\_1: Uh, four, nine, six, eight.

Speaker speaker\_0: What was the last name, I'm sorry?

Speaker speaker\_1: Hannon.

Speaker speaker\_0: All right. For security purposes, can you please verify your mailing address and date of birth for me?

Speaker speaker\_1: Um, my mailing address is 2118 Fleming Street, Alexandria, uh, 37012. Alexandria, Tennessee. And the date of birth is December 18th, 1985.

Speaker speaker\_0: We have desk contact, 153-815-0493.

Speaker speaker\_1: Yes, that's correct.

Speaker speaker\_0: And we have your email down as your middle name, your first name at yahoo.com.

Speaker speaker\_1: Um, loudishina@yahoo.com.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: And my middle name? Is that correct? My middle name? You're asking for my middle name?

Speaker speaker\_0: No, ma'am. I'm saying that your mailing address, your email itself-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... is your middle name and your first name at yahoo.com.

Speaker speaker\_1: Yes, loudishina@yahoo.com.

Speaker speaker\_0: So, ma'am, you don't have critical illness. The only benefit plan that shows you're currently enrolled into is the MVP plan.

Speaker speaker\_1: Ah. Okay, that's good. So there's no additional, uh, um, benefits, right? Uh, d- uh, only the MVP plan?

Speaker speaker\_0: That is correct. Yes, ma'am.

Speaker speaker\_1: Okay, that's good. So that's what I want.

Speaker speaker\_0: Is there anything else I can assist you with today?

Speaker speaker\_1: No, nothing. C- 'cause I thought that I, uh, I put more additional, um, um, additional, uh, benefits or something, so.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: That's good.

Speaker speaker\_0: Yes, sir. So currently the only one that you were enrolled into was just that MVP plan. You didn't request anything additional.

Speaker speaker\_1: Okay, that's good. I just want, uh, the MVP plan. That's it.

Speaker speaker\_0: All right.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Was there anything else we can assist you with?

Speaker speaker\_1: No, that's it. Okay, thank you.

Speaker speaker\_0: Of course. It was my pleasure. Have a great day.

Speaker speaker\_1: Thank you. Bye.

Speaker speaker\_0: Bye-bye.