

## Transcript: Francesca

**Baez-5182830511702016-4921689420120064**

### Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Yes, this is Terry Farrier and I'm working with, uh, AmeriStaff, uh, 10 Service and I want to opt out on the insurance. All right. What are the last four digits of your Social Security number? You said what? What are the last four digits of your Social Security number? 8041. And your last name, please? Farrier, F-A-R-R-I-E-R. There we go. Can you please verify your mailing address and your date of birth to make sure I have the right account in front of me? Uh, uh, the date of birth is 21868. You get that? Yes, but I'm still waiting for your date of birth - I mean, for your address. Uh, I believe it's 6317. Is that the one you got? Yes, sir. Could you finish it? Martin Luther King Avenue, Oklahoma City. Is it apartment number six? Apartment number six? No. It's not an apartment, it's a house. Okay. Can you repeat the address then, sir? 5317 Martin Luther King Avenue. Is that what you have? Yes, sir. We have it down as North Martin Luther King Avenue. Okay. Is that correct? Oh, okay. Oh, sorry. Sorry. Yeah, North Martin King. Yeah. Okay. That's right. And may I have your best contact as 405-500-8815, same as the one that you called on? Right. And your email is down as your first and last name Yahoo.com? Yes. Okay. So their system had already processed the auto enrollment, so I'll have to cancel it rather than process a declination. Okay? Say that again. Yes, sir. I cannot opt you out of insurance because the system is already processing the enrollment. The only thing that I can process at this point is a cancellation for that enrollment. Well, I just want to cancel it. I don't want it. Understood. And then due to the line being recorded, you stated you would like to cancel the benefits with American Staff Corps, correct? Yes. All right. I put in the request. It does take seven to 10 business days to process, so you may experience one or two of those options while it's being completed. Let's see. You said it takes seven business, uh, seven to 10 business days? Yes, sir, to process it, 'cause it doesn't process on only one system. It processes on multiple systems. Hm, thing. Well, today will be the first day, right? The first day in the sense of? Today would be... Yeah, today would count as the first day. That's what I'm asking. Oh, from the seven to 10 business days? Yes, sir. Yes. Okay. All right. That's all I wanted to know. Understood. Was there anything else I can assist you with today? No, that's it. All right. It was a pleasure speaking with you. I hope you have a wonderful rest of your day. You too. Bye-bye.

### Conversation Format

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

Speaker speaker\_1: Yes, this is Terry Farrier and I'm working with, uh, AmeriStaff, uh, 10 Service and I want to opt out on the insurance.

Speaker speaker\_0: All right. What are the last four digits of your Social Security number?

Speaker speaker\_1: You said what?

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

Speaker speaker\_1: 8041.

Speaker speaker\_0: And your last name, please?

Speaker speaker\_1: Farrier, F-A-R-R-I-E-R.

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

Speaker speaker\_1: Uh, uh, the date of birth is 21868. You get that?

Speaker speaker\_0: Yes, but I'm still waiting for your date of bir- I mean, for your address.

Speaker speaker\_1: Uh, I believe it's 6317. Is that the one you got?

Speaker speaker\_0: Yes, sir. Could you finish it?

Speaker speaker\_1: Martin Luther King Avenue, Oklahoma City.

Speaker speaker\_0: Is it apartment number six?

Speaker speaker\_1: Apartment number six? No. It's not an apartment, it's a house.

Speaker speaker\_0: Okay. Can you repeat the address then, sir?

Speaker speaker\_1: 5317 Martin Luther King Avenue. Is that what you have?

Speaker speaker\_0: Yes, sir. We have it down as North Martin Luther King Avenue.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Is that correct?

Speaker speaker\_1: Oh, okay. Oh, sorry. Sorry. Yeah, North Martin King. Yeah.

Speaker speaker\_0: Okay.

Speaker speaker\_1: That's right.

Speaker speaker\_0: And may I have your best contact as 405-500-8815, same as the one that you called on?

Speaker speaker\_1: Right.

Speaker speaker\_0: And your email is down as your first and last name Yahoo.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So their system had already processed the auto enrollment, so I'll have to cancel it rather than process a declination. Okay?

Speaker speaker\_1: Say that again.

Speaker speaker\_0: Yes, sir. I cannot opt you out of insurance because the system is already processing the enrollment. The only thing that I can process at this point is a cancellation for that enrollment.

Speaker speaker\_1: Well, I just want to cancel it. I don't want it.

Speaker speaker\_0: Understood. And then due to the line being recorded, you stated you would like to cancel the benefits with American Staff Corps, correct?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. I put in the request. It does take seven to 10 business days to process, so you may experience one or two of those options while it's being completed.

Speaker speaker\_1: Let's see. You said it takes seven business, uh, seven to 10 business days?

Speaker speaker\_0: Yes, sir, to process it, 'cause it doesn't process on only one system. It processes on multiple systems.

Speaker speaker\_1: Hm, thing. Well, today will be the first day, right?

Speaker speaker\_0: The first day in the sense of?

Speaker speaker\_1: Today would be... Yeah, today would count as the first day. That's what I'm asking.

Speaker speaker\_0: Oh, from the seven to 10 business days? Yes, sir.

Speaker speaker\_1: Yes. Okay. All right. That's all I wanted to know.

Speaker speaker\_0: Understood. Was there anything else I can assist you with today?

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

Speaker speaker\_0: All right. It was a pleasure speaking with you. I hope you have a wonderful rest of your day.

Speaker speaker\_1: You too.

Speaker speaker\_0: Bye-bye.