

Transcript: Franchesca

Baez-5195815245365248-5171040397606912

Full Transcript

Thank you for calling medical benefits program. How may I help you? Can I take your order please? Uh, I'm sorry, ma'am. You're kinda cutting out. How can I help you today? Uh, ma'am, this morning I had called and, uh, you know, uh, I made the mistake. You said I want to cancel my benefits. Uh, I wanted to undo that. I think it's still pending, so... I was told I could not do it. Okay, I can take a look. What staffing company do you work with? Uh, WorkSource. And what are the last four of your Social? Uh, it's 6194. And the last name? Uh, K-B. Just the letters K-B. And to make sure I have the right account, can you please verify your mailing address and date of birth for me? Yes, ma'am. Uh, it would be 447 Rudy Road, B3, Elma, Arkansas 72921. All right. And then I have your current best contact number, 405-738-6999. Yes, ma'am. And then I have your email, first and last name at gmail.com? Yes, ma'am. All right. And then just for the purpose of the line being recorded, you said that you would like to un-cancel the Vision and Medical Preventative Care Plan, correct? Yes, ma'am. I don't want... I want this to stay active. All right. So I went ahead and undid the cancellation, so you should still be good to go. Um, either way, we did already receive payment for next week. The \$14.32 was already gathered, so you are all good to go for now. Okay. Thank you, ma'am. So it's good, right? I can keep using it? Mm-hmm. Yes, sir. Correct. Okay. Okay, thank you, ma'am. Of course. Is there anything else we can assist you with today? Uh, that'll be it, ma'am. Hope you have a wonderful rest of your day, and thank you for your time today. Thank you, ma'am. You, too.

Conversation Format

Speaker speaker_0: Thank you for calling medical benefits program. How may I help you? Can I take your order please?

Speaker speaker_1: Uh, I'm sorry, ma'am. You're kinda cutting out.

Speaker speaker_0: How can I help you today?

Speaker speaker_1: Uh, ma'am, this morning I had called and, uh, you know, uh, I made the mistake. You said I want to cancel my benefits. Uh, I wanted to undo that. I think it's still pending, so... I was told I could not do it.

Speaker speaker_0: Okay, I can take a look. What staffing company do you work with?

Speaker speaker_1: Uh, WorkSource.

Speaker speaker_0: And what are the last four of your Social?

Speaker speaker_1: Uh, it's 6194.

Speaker speaker_0: And the last name?

Speaker speaker_1: Uh, K-B. Just the letters K-B.

Speaker speaker_0: And to make sure I have the right account, can you please verify your mailing address and date of birth for me?

Speaker speaker_1: Yes, ma'am. Uh, it would be 447 Rudy Road, B3, Elma, Arkansas 72921.

Speaker speaker_0: All right. And then I have your current best contact number, 405-738-6999.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then I have your email, first and last name at gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right. And then just for the purpose of the line being recorded, you said that you would like to un-cancel the Vision and Medical Preventative Care Plan, correct?

Speaker speaker_1: Yes, ma'am. I don't want... I want this to stay active.

Speaker speaker_0: All right. So I went ahead and undid the cancellation, so you should still be good to go. Um, either way, we did already receive payment for next week. The \$14.32 was already gathered, so you are all good to go for now.

Speaker speaker_1: Okay. Thank you, ma'am. So it's good, right? I can keep using it?

Speaker speaker_0: Mm-hmm. Yes, sir. Correct.

Speaker speaker_1: Okay. Okay, thank you, ma'am.

Speaker speaker_0: Of course. Is there anything else we can assist you with today?

Speaker speaker_1: Uh, that'll be it, ma'am.

Speaker speaker_0: Hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker_1: Thank you, ma'am. You, too.