

Transcript: Francesca

Baez-5312010783244288-5096467916603392

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10 o'clock. My name is Francesca. How can I assist you today? Um, that's actually my name. Hello? Yes? Um, yes, I'm calling because I don't... Um, I have insurance through SEARCH or I was enrolled and I actually don't want the insurance. Okay. What are the last four of the Social so that I can locate the account? It's 6001. Could you please verify the mailing address and date of birth for security purposes? 5339 Jackman Lane. Baylard, Ohio 43026. I'm sorry, the line cut off again when you were saying the year. I got July 13th. 1986. I have your phone number down as 614-441-5886. Right. And we have your email down as R-e-i-n-i-t-a-p-r-o-7@gmail.com. Correct. All right. And for the purpose of the line being recorded, you have stated that you would like to be opted out of our enrollment with SEARCH staffing, correct? Correct. All right. You're all set. So I submit for the request for the declination. Their system could still possibly send you courtesy text messages or emails as a reminder. You can simply ignore them since we have already processed your declination. Okay. Thank you very much for your help. You're welcome. This was not the first time I see someone with the same name as me written the same way. Yeah. W- are you from Puerto Rico? No, Dominicana. Ooh. Yeah, that's actually good. I don't have it the same. I, I rarely have, like, people have it spelled different than mine. That's how I was when you said Francesca. I was like, "Is this how her parent called?" That's amazing. That was awkward. It was, yeah, 'cause the system was glitching a bit so the call at the start didn't hear everything. Okay. Well, it was nice to meet, uh, Fr- uh, Francesca. Let's go the same way. Same here. I hope you have a wonderful rest of your day and thank you for your time today. You too. Thank you so much. All right, bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits 10 o'clock. My name is Francesca. How can I assist you today?

Speaker speaker_2: Um, that's actually my name. Hello?

Speaker speaker_1: Yes?

Speaker speaker_2: Um, yes, I'm calling because I don't... Um, I have insurance through SEARCH or I was enrolled and I actually don't want the insurance.

Speaker speaker_1: Okay. What are the last four of the Social so that I can locate the account?

Speaker speaker_2: It's 6001.

Speaker speaker_1: Could you please verify the mailing address and date of birth for security purposes?

Speaker speaker_2: 5339 Jackman Lane. Baylard, Ohio 43026.

Speaker speaker_1: I'm sorry, the line cut off again when you were saying the year. I got July 13th.

Speaker speaker_2: 1986.

Speaker speaker_1: I have your phone number down as 614-441-5886.

Speaker speaker_2: Right.

Speaker speaker_1: And we have your email down as R-e-i-n-i-t-a-p-r-o-7@gmail.com.

Speaker speaker_2: Correct.

Speaker speaker_1: All right. And for the purpose of the line being recorded, you have stated that you would like to be opted out of our enrollment with SEARCH staffing, correct?

Speaker speaker_2: Correct.

Speaker speaker_1: All right. You're all set. So I submit for the request for the declination. Their system could still possibly send you courtesy text messages or emails as a reminder. You can simply ignore them since we have already processed your declination.

Speaker speaker_2: Okay. Thank you very much for your help.

Speaker speaker_1: You're welcome. This was not the first time I see someone with the same name as me written the same way.

Speaker speaker_2: Yeah. W- are you from Puerto Rico?

Speaker speaker_1: No, Dominicana.

Speaker speaker_2: Ooh. Yeah, that's actually good. I don't have it the same. I, I rarely have, like, people have it spelled different than mine. That's how I was when you said Francesca. I was like, "Is this how her parent called?" That's amazing. That was awkward.

Speaker speaker_1: It was, yeah, 'cause the system was glitching a bit so the call at the start didn't hear everything.

Speaker speaker_2: Okay. Well, it was nice to meet, uh, Fr- uh, Francesca. Let's go the same way.

Speaker speaker_1: Same here. I hope you have a wonderful rest of your day and thank you for your time today.

Speaker speaker_2: You too. Thank you so much. All right, bye.

Speaker speaker_1: Bye.