

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Hi. Uh, this is Sheena Hanu- Hannan again. Um, I work from HD Staffing and I already canceled my, um, insurance and it states that it will be effective this month of 30. Uh, I just wanted to know if they're gonna charge me this, uh, my check- For this month? ... yeah, for this month. If the effectivity will be, uh, the last week of the month, or April 30? So our cancellations take seven to ten business days to process through. Unfortunately, we cannot guarantee whether or not you'll have one or two more deductions while your cancellation is being completed. I can, however, take a look and see if it was already completed. If it was not, I cannot give you an exact date. I apologize. Let me see. Okay. Would you like me to take a look and see whether or not it has completed? Uh, but it's already canceled. I just called earlier. Okay, ma'am. I'm a bit confused. I apologize. If it's already canceled and you called earlier, what do you mean you want to know if there's gonna be another deduction? Um- ... um, can you talk to my husband? Mm-hmm. She didn't ask him about the premium thing. She just called and they told her that it was canceled as of 4/30. Benefits in a Car tell her that? Or one of her carriers? Look, she called the insurance company. Oh. So- We're the- ... we're just the administrator. We don't have access- Yeah. ... to their system. Okay. Well, they say- they told her it was canceled as of 4/30. Unfortunately- All right. ... Benefits in a Car cannot confirm that. Oh, okay. Thank you. Of course. I apologize. Have a great day. You too. Mm-hmm. Bye. Why is she yelling?

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi. Uh, this is Sheena Hanu- Hannan again. Um, I work from HD Staffing and I already canceled my, um, insurance and it states that it will be effective this month of 30. Uh, I just wanted to know if they're gonna charge me this, uh, my check-

Speaker speaker_2: For this month?

Speaker speaker_1: ... yeah, for this month. If the effectivity will be, uh, the last week of the month, or April 30?

Speaker speaker_0: So our cancellations take seven to ten business days to process through. Unfortunately, we cannot guarantee whether or not you'll have one or two more deductions while your cancellation is being completed. I can, however, take a look and see if it was

already completed. If it was not, I cannot give you an exact date. I apologize.

Speaker speaker_2: Let me see.

Speaker speaker_1: Okay.

Speaker speaker_0: Would you like me to take a look and see whether or not it has completed?

Speaker speaker_1: Uh, but it's already canceled. I just called earlier.

Speaker speaker_0: Okay, ma'am. I'm a bit confused. I apologize. If it's already canceled and you called earlier, what do you mean you want to know if there's gonna be another deduction?

Speaker speaker_1: Um-

Speaker speaker_2: ... um, can you talk to my husband?

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: She didn't ask him about the premium thing. She just called and they told her that it was canceled as of 4/30.

Speaker speaker_0: Benefits in a Car tell her that? Or one of her carriers?

Speaker speaker_2: Look, she called the insurance company.

Speaker speaker_0: Oh. So-

Speaker speaker_2: We're the-

Speaker speaker_0: ... we're just the administrator. We don't have access-

Speaker speaker_2: Yeah.

Speaker speaker_0: ... to their system.

Speaker speaker_2: Okay. Well, they say- they told her it was canceled as of 4/30.

Speaker speaker_0: Unfortunately-

Speaker speaker_2: All right.

Speaker speaker_0: ... Benefits in a Car cannot confirm that.

Speaker speaker_2: Oh, okay. Thank you.

Speaker speaker_0: Of course. I apologize. Have a great day.

Speaker speaker_2: You too. Mm-hmm. Bye.

Speaker speaker_3: Why is she yelling?