

Transcript: Francesca

Baez-5325174196879360-5312820528758784

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Intercom. My name is Francesca. How can I assist you today? Hi. I had an insurance with you. I came out of the work, so I received an, a message that, uh, my payment has been, uh, delayed. I want to say I'm out of the work, so I don't want that insurance anymore. Okay. So more than likely, the message that you received is a lapse in coverage. If you stop working with your staffing company, the system automatically will cancel that policy after there being five consecutive weeks of no payment being received. By that Monday of that fifth week, it will cancel itself out. Okay. So I don't need to do anything else? No, sir. So if you already stopped working with your staffing company- Yes. ... you don't have to do anything else. That policy will cancel itself. Okay. Thank you so much. Um, I do have to say you might still receive those text messages, so you can ignore them. That is the system sending them out. Okay. All right. Thank you for your time. Of course, my pleasure. Have a wonderful rest of your day. You're welcome. Thank you. You, too. 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 Intercom. My name is Francesca. How can I assist you today?

Speaker speaker_2: Hi. I had an insurance with you. I came out of the work, so I received an, a message that, uh, my payment has been, uh, delayed. I want to say I'm out of the work, so I don't want that insurance anymore.

Speaker speaker_1: Okay. So more than likely, the message that you received is a lapse in coverage. If you stop working with your staffing company, the system automatically will cancel that policy after there being five consecutive weeks of no payment being received. By that Monday of that fifth week, it will cancel itself out.

Speaker speaker_2: Okay. So I don't need to do anything else?

Speaker speaker_1: No, sir. So if you already stopped working with your staffing company-

Speaker speaker_2: Yes.

Speaker speaker_1: ... you don't have to do anything else. That policy will cancel itself.

Speaker speaker_2: Okay. Thank you so much.

Speaker speaker_1: Um, I do have to say you might still receive those text messages, so you can ignore them. That is the system sending them out.

Speaker speaker_2: Okay. All right. Thank you for your time.

Speaker speaker_1: Of course, my pleasure. Have a wonderful rest of your day.

Speaker speaker_2: You're welcome. Thank you. You, too.

Speaker speaker_1: Bye-bye.