

## **Transcript: Franchesca**

**Baez-5487173252890624-6085320463302656**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Bennett, Spencer and McCormick. This is Francesca. How can I assist you today? Yes, ma'am. Uh, I was calling to see if, uh, to get a, a, uh, to take off the, what's it called, the insurances that I have paid for under patient. Oh, my god. Are you calling to cancel insurance? Yes. What staffing company do you work with? Excuse me? What staffing company do you work with? Uh, MAU. Sorry. What are the last four of the social? Uh, zero, three, four, six. Hold on one second, please. Sir? Oh, what was that, ma'am? You cut off. Yes, sir. Your last name, please. Oh, my last name's Andrade. All right. And for security purposes, can you please verify your mailing address and date of birth for me? 2704 Warren Drive, and my date of birth is 04-20-1997. I have your best phone number as 773-879-3717. Yes, ma'am. Same as the one you called on today? Mm-hmm. And I have your email down as cadetandy246@gmail.com. Cadetundy246... Yeah. Yes, ma'am. All right. And for the purpose of this call, I am being recorded. You said that you would like to cancel your full policy with MAU Staffing, correct? Yeah, like the insurance, right? All of the insurance policy? Yes, sir. Yeah. So all of the plans in general, not even any active, right? Yes. Yes, ma'am. Okay. All right. I put in that request, just keep in mind cancellations do take seven to ten business days to process through. Okay. So you could experience one or two more deductions which will mean one or two more weeks off coverage, okay? Seven to... Okay. All right, thank you, ma'am. Of course. Is there anything else we can assist you with today? No, ma'am. Have a good one. Thank you. Enjoy the holidays. All right, bye-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 Bennett, Spencer and McCormick. This is Francesca. How can I assist you today?

Speaker speaker\_2: Yes, ma'am. Uh, I was calling to see if, uh, to get a, a, uh, to take off the, what's it called, the insurances that I have paid for under patient. Oh, my god.

Speaker speaker\_1: Are you calling to cancel insurance?

Speaker speaker\_2: Yes.

Speaker speaker\_1: What staffing company do you work with?

Speaker speaker\_2: Excuse me?

Speaker speaker\_1: What staffing company do you work with?

Speaker speaker\_2: Uh, MAU. Sorry.

Speaker speaker\_1: What are the last four of the social?

Speaker speaker\_2: Uh, zero, three, four, six.

Speaker speaker\_1: Hold on one second, please. Sir?

Speaker speaker\_2: Oh, what was that, ma'am? You cut off.

Speaker speaker\_1: Yes, sir. Your last name, please.

Speaker speaker\_2: Oh, my last name's Andrade.

Speaker speaker\_1: All right. And for security purposes, can you please verify your mailing address and date of birth for me?

Speaker speaker\_2: 2704 Warren Drive, and my date of birth is 04-20-1997.

Speaker speaker\_1: I have your best phone number as 773-879-3717.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Same as the one you called on today?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: And I have your email down as cadetandy246@gmail.com.

Speaker speaker\_2: Cadetundy246... Yeah. Yes, ma'am.

Speaker speaker\_1: All right. And for the purpose of this call, I am being recorded. You said that you would like to cancel your full policy with MAU Staffing, correct?

Speaker speaker\_2: Yeah, like the insurance, right? All of the insurance policy?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: So all of the plans in general, not even any active, right?

Speaker speaker\_2: Yes. Yes, ma'am.

Speaker speaker\_1: Okay. All right. I put in that request, just keep in mind cancellations do take seven to ten business days to process through.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So you could experience one or two more deductions which will mean one or two more weeks off coverage, okay?

Speaker speaker\_2: Seven to... Okay. All right, thank you, ma'am.

Speaker speaker\_1: Of course. Is there anything else we can assist you with today?

Speaker speaker\_2: No, ma'am. Have a good one.

Speaker speaker\_1: Thank you. Enjoy the holidays.

Speaker speaker\_2: All right, bye-bye.

Speaker speaker\_1: Bye.