

## **Transcript: Franchesca**

**Baez-5573632356564992-5446764794003456**

### **Full Transcript**

Thank you for calling BenefitsNow, how may we assist you today? I'm calling to see if I cancel my plan. Hello? Yes, hello? Oh, I can hear you now. Yes, ma'am how can I assist you? Yes. I'm calling to see if I can cancel my plan. What staffing company do you work with? MAU Work Force Solutions. What are the last four of your Socials? 8748. And the last name, please? Williams. To make sure I'm in the right account, can you please verify your mailing address and date of birth? 304 Victor Zob, Piedmont in South Carolina 29673-69-2001. We have a best phone number to reach you down as 864-501-7628? Yes. Can I have your email down as your last name period first name at yahoo.com? Yes. Actually, Ms. Williams, the front office was already processing a cancellation for your benefits. It shows here that when you were with us last week, um, the benefits still that were being offered to you were different than the actual benefits that we offered. So it does show here per the front office that they have put in the cancellation for it, since the benefits that we offer are not eligible based on what you needed, as well as the fact that it says that, "Any deductions taken for benefits by MAU will be refunded." And this was put in your account back in January 28, 2022. So it does show that it should still be on the process of cancellations, since cancellations take seven to 10 business days. So by the end of next week- Okay. ... it should be canceled now. One, two, three, four, five, six, seven, eight, nine... Yeah, by the end of next week it should be canceled out. That will be the 10 business days. Okay, um, can I have a email of that? Yes, ma'am. Do you want me to request a cancellation confirmation for you? Yes, please. All right. So it should take 24 to 48 hours for it to be sent to your email. Okay, thank you so much. Of course. Was there anything else that I can assist you with today? That's it. All right. Well, I do hope you have a wonderful rest of your day and thank you so much for your time in calling us today. Thank you. My pleasure.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling BenefitsNow, how may we assist you today?

Speaker speaker\_1: I'm calling to see if I cancel my plan.

Speaker speaker\_0: Hello?

Speaker speaker\_1: Yes, hello?

Speaker speaker\_0: Oh, I can hear you now. Yes, ma'am how can I assist you?

Speaker speaker\_1: Yes. I'm calling to see if I can cancel my plan.

Speaker speaker\_0: What staffing company do you work with?

Speaker speaker\_1: MAU Work Force Solutions.

Speaker speaker\_0: What are the last four of your Socials?

Speaker speaker\_1: 8748.

Speaker speaker\_0: And the last name, please?

Speaker speaker\_1: Williams.

Speaker speaker\_0: To make sure I'm in the right account, can you please verify your mailing address and date of birth?

Speaker speaker\_1: 304 Victor Zob, Piedmont in South Carolina 29673-69-2001.

Speaker speaker\_0: We have a best phone number to reach you down as 864-501-7628?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Can I have your email down as your last name period first name at yahoo.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Actually, Ms. Williams, the front office was already processing a cancellation for your benefits. It shows here that when you were with us last week, um, the benefits still that were being offered to you were different than the actual benefits that we offered. So it does show here per the front office that they have put in the cancellation for it, since the benefits that we offer are not eligible based on what you needed, as well as the fact that it says that, "Any deductions taken for benefits by MAU will be refunded." And this was put in your account back in January 28, 2022. So it does show that it should still be on the process of cancellations, since cancellations take seven to 10 business days. So by the end of next week-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... it should be canceled now. One, two, three, four, five, six, seven, eight, nine... Yeah, by the end of next week it should be canceled out. That will be the 10 business days.

Speaker speaker\_1: Okay, um, can I have a email of that?

Speaker speaker\_0: Yes, ma'am. Do you want me to request a cancellation confirmation for you?

Speaker speaker\_1: Yes, please.

Speaker speaker\_0: All right. So it should take 24 to 48 hours for it to be sent to your email.

Speaker speaker\_1: Okay, thank you so much.

Speaker speaker\_0: Of course. Was there anything else that I can assist you with today?

Speaker speaker\_1: That's it.

Speaker speaker\_0: All right. Well, I do hope you have a wonderful rest of your day and thank you so much for your time in calling us today.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: My pleasure.