

Transcript: Francesca

Baez-5619386907541504-4529510132924416

Full Transcript

Thank you for calling . My name is Francesca. How can I assist you today? Yes, I need to cancel my coverage. Which staffing company are you- I'm sorry? Yes, ma'am, which staffing company do you work with? WorkSource. What are the last four of your Social? 7163. And your last name? Walker. Please verify your mailing address and date of birth for security purposes. 693 South Sharp Avenue, Boonville, Arkansas 72927. My date of birth is 3/28/75. We actually have a different address on file. Maybe it's an old address? Yeah, we moved. Uh, 849 Hog Thief Valley Road, Magazine, Arkansas. Yes, ma'am, but you need to update it. Yes, please. Can you please verify that address, the new one, for me? You said it was South Sharp Avenue? Yes. 693 South Sharp Avenue. Zo code 72927? Yep. Good. I have your best phone number down as 479-206-9171? Yes. And lastly, the email down as moo_cries_moo@yahoo.com? Yes. And then the last thing will be the verbal disclosure that today you're requesting to cancel your benefits with WorkSource. Correct? Yes. All right, Ms. Walker, I put in that request. Our cancellations do take seven to 10 business days to process, so you might experience one or two more deductions while it's being completed. Okay. Was there anything else besides from c- processing that cancellation that we can assist you with today? No, ma'am. All right. It was a pleasure speaking with you today. I hope you enjoy the rest of your day. You also. Thank you.

Conversation Format

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

Speaker speaker_1: Yes, I need to cancel my coverage.

Speaker speaker_0: Which staffing company are you-

Speaker speaker_1: I'm sorry?

Speaker speaker_0: Yes, ma'am, which staffing company do you work with?

Speaker speaker_1: WorkSource.

Speaker speaker_0: What are the last four of your Social?

Speaker speaker_1: 7163.

Speaker speaker_0: And your last name?

Speaker speaker_1: Walker.

Speaker speaker_0: Please verify your mailing address and date of birth for security purposes.

Speaker speaker_1: 693 South Sharp Avenue, Boonville, Arkansas 72927. My date of birth is 3/28/'75.

Speaker speaker_0: We actually have a different address on file. Maybe it's an old address?

Speaker speaker_1: Yeah, we moved. Uh, 849 Hog Thief Valley Road, Magazine, Arkansas.

Speaker speaker_0: Yes, ma'am, but you need to update it.

Speaker speaker_1: Yes, please.

Speaker speaker_0: Can you please verify that address, the new one, for me? You said it was South Sharp Avenue?

Speaker speaker_1: Yes. 693 South Sharp Avenue.

Speaker speaker_0: Zo code 72927?

Speaker speaker_1: Yep.

Speaker speaker_0: Good. I have your best phone number down as 479-206-9171?

Speaker speaker_1: Yes.

Speaker speaker_0: And lastly, the email down as moo_cries_moo@yahoo.com?

Speaker speaker_1: Yes.

Speaker speaker_0: And then the last thing will be the verbal disclosure that today you're requesting to cancel your benefits with WorkSource. Correct?

Speaker speaker_1: Yes.

Speaker speaker_0: All right, Ms. Walker, I put in that request. Our cancellations do take seven to 10 business days to process, so you might experience one or two more deductions while it's being completed.

Speaker speaker_1: Okay.

Speaker speaker_0: Was there anything else besides from c- processing that cancellation that we can assist you with today?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: All right. It was a pleasure speaking with you today. I hope you enjoy the rest of your day.

Speaker speaker_1: You also.

Speaker speaker_0: Thank you.