

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in Your Credit. My name is Francesca. How can I assist you today? Uh, yes. My name is Cody Lord. I have insurance through y'all. I have a family plan. Um, and I was wondering what I could do to cancel it? Okay. Let's take a look. Which staffing company do you work with? Uh, Webster. And we have a last three of your social? I got a... 8497. Mr. Cody, what was the last name? Lord. L-O-R-D. Please verify your mailing address and date of birth. The mailing address is 9515 Woodley Bend, Hackett, Arkansas 72937 and date of birth is 12-29-96. We have that phone number to reach you down as 479-639-0266. No. That got changed a long time ago. All right. What would you like the new phone number on file to be? 479-322-2207. All right. And then we show your email down as your last name, then first name, 19 at gmail.com? Yes. All right. So there's currently no restrictions on this plan. If you would like to, we are able to process a cancellation. But you do have to keep in mind that it will take seven to 10 business days to process. They're not immediate. All right. Yeah. That's fine. All right. So then I just need the verbal disclosures, that today you would like to cancel the full policy you have with the Resource company, correct? Yeah. All right. All set. So I put in that request. It's gonna take those seven to 10 business days so you might have one or two deductions while it's being completed. All right. Cool. Appreciate it. Of course. Was there anything else we can assist you with today? No, ma'am. That's it. It was a pleasure. I hope you have a wonderful rest of your day. Thank you. You too. Bye-bye.

Conversation Format

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

Speaker speaker_1: Uh, yes. My name is Cody Lord. I have insurance through y'all. I have a family plan. Um, and I was wondering what I could do to cancel it?

Speaker speaker_0: Okay. Let's take a look. Which staffing company do you work with?

Speaker speaker_1: Uh, Webster.

Speaker speaker_0: And we have a last three of your social?

Speaker speaker_1: I got a... 8497.

Speaker speaker_0: Mr. Cody, what was the last name?

Speaker speaker_1: Lord. L-O-R-D.

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

Speaker speaker_1: The mailing address is 9515 Woodley Bend, Hackett, Arkansas 72937 and date of birth is 12-29-96.

Speaker speaker_0: We have that phone number to reach you down as 479-639-0266.

Speaker speaker_1: No. That got changed a long time ago.

Speaker speaker_0: All right. What would you like the new phone number on file to be?

Speaker speaker_1: 479-322-2207.

Speaker speaker_0: All right. And then we show your email down as your last name, then first name, 19 at gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So there's currently no restrictions on this plan. If you would like to, we are able to process a cancellation. But you do have to keep in mind that it will take seven to 10 business days to process. They're not immediate.

Speaker speaker_1: All right. Yeah. That's fine.

Speaker speaker_0: All right. So then I just need the verbal disclosures, that today you would like to cancel the full policy you have with the Resource company, correct?

Speaker speaker_1: Yeah.

Speaker speaker_0: All right. All set. So I put in that request. It's gonna take those seven to 10 business days so you might have one or two deductions while it's being completed.

Speaker speaker_1: All right. Cool. Appreciate it.

Speaker speaker_0: Of course. Was there anything else we can assist you with today?

Speaker speaker_1: No, ma'am. That's it.

Speaker speaker_0: It was a pleasure. I hope you have a wonderful rest of your day.

Speaker speaker_1: Thank you. You too.

Speaker speaker_0: Bye-bye.