

Transcript: Francesca

Baez-5684703904055296-4851600507715584

Full Transcript

Thank you for calling Benefits in No Car. My name is Francesca. How can I assist you today? Hi. I don't need benefits, uh, no more. So you're calling to cancel your policy. Which staffing company do you work with? BG- BGSS. What are the last four of your Social and the last name? 6625 Ford. Please verify your mailing address and date of birth to make sure I'm on the right account. B- Birthday is May the 24th, 2000. Street address is 2370 Lancaster Drive, Apartment 1, Richmond, California. The zip code is 94806. We have SContact 510-872-2097 with the email of your first name number one at gmail.com. Correct. And for the purpose of the line being recorded, you stated that you would like to cancel your benefits with BGSS Inc., correct? Yes. All right. I put in the request for the cancellation. Please keep in mind, cancellations take seven to ten business days to process. So you may experience one or two more deductions while it's being completed. Okay. Was there anything else we can assist you with today? No. That canceled all for them, right, the medical and all? Yes, ma'am. It's gonna go ahead and cancel the full policy of that dental, critical illness, vision, medical, and behavior health. All of that will be canceled within that seven to ten business days. Okay. Thank you. Of course. Was there anything else we can assist you with today? No, that's it. Hope you have a wonderful rest of your day, and thank you for your time today. You too. Bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in No Car. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi. I don't need benefits, uh, no more.

Speaker speaker_0: So you're calling to cancel your policy. Which staffing company do you work with?

Speaker speaker_1: BG- BGSS.

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

Speaker speaker_1: 6625 Ford.

Speaker speaker_0: Please verify your mailing address and date of birth to make sure I'm on the right account.

Speaker speaker_1: B- Birthday is May the 24th, 2000. Street address is 2370 Lancaster Drive, Apartment 1, Richmond, California. The zip code is 94806.

Speaker speaker_0: We have SContact 510-872-2097 with the email of your first name number one at gmail.com.

Speaker speaker_1: Correct.

Speaker speaker_0: And for the purpose of the line being recorded, you stated that you would like to cancel your benefits with BGSS Inc., correct?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. I put in the request for the cancellation. Please keep in mind, cancellations take seven to ten business days to process. So you may experience one or two more deductions while it's being completed.

Speaker speaker_1: Okay.

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

Speaker speaker_1: No. That canceled all for them, right, the medical and all?

Speaker speaker_0: Yes, ma'am. It's gonna go ahead and cancel the full policy of that dental, critical illness, vision, medical, and behavior health. All of that will be canceled within that seven to ten business days.

Speaker speaker_1: Okay. Thank you.

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

Speaker speaker_1: No, that's it.

Speaker speaker_0: Hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker_1: You too. Bye.

Speaker speaker_0: Bye.