

Transcript: Francesca

Baez-5687495498579968-5851304678834176

Full Transcript

Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today?
Hi. Yes. This is Hailey with APL. Um, so I'm calling you because I have an insured on the line and she wants to cancel her coverage. Sure thing. You can go ahead and put them on the line for me. Okay. Thank you. Sure thing. All right, bye. Good afternoon. My name is Francesca of Benefits in a Car. How are you today? I'm good. How are you? Hello? Hi. Hello? Can you hear me? Hi. Oh, you just sound a little far away, ma'am. Oh, okay. Oop, there we go. Um, I'm right next to the phone. Yes. How can I assist you today, ma'am? Um, I'm trying to cancel my policy for medical and dental. All right, and which testing company do you work with? Uh, Creative Circle. What are the last four of the Social? 1310. And the last name? Morse. M-O-R-S-E. Can you please verify your mailing address and your date of birth to make sure I have the right account in front of me? Yeah. It's gonna be 65488 Kentucky Road, Bend, Oregon, 97703. And then date of birth is 8/21/92. I have best contact 916-539-0465? Yes. Okay. And we have the email. The email is shannonkaylormorse@gmail.com. All right. Um, now the only thing, Ms. Morse, will be I can go ahead and cancel those. Okay. But for the dental plan is on a bundle package with the vision and term life. So I can't cancel the dental unless you're looking to have the full policy canceled since vision, life insurance and dental is offered together. It can't be separated. Okay. Well, I just need to cancel everything 'cause I got a full-time job that offers a policy and I'm gonna go with that one instead. So I just need to cancel everything. All right. With that being said, since the line is recorded, you stated today you would like to cancel your full policy with Creative Circle. Correct? Correct. All right. I've put in that request. Please keep in mind cancellations do take seven to ten business days to process and you might experience one or two more deductions while your cancellation is being completed. Okay. All right. Was there anything else aside from putting in that cancellation that we can assist you with today? Um, nope. That's gonna be it. All right. I do hope you have a wonderful rest of your day. Thank you for your time today. Thanks. Bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi. Yes. This is Hailey with APL. Um, so I'm calling you because I have an insured on the line and she wants to cancel her coverage.

Speaker speaker_0: Sure thing. You can go ahead and put them on the line for me.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Sure thing.

Speaker speaker_1: All right, bye.

Speaker speaker_0: Good afternoon. My name is Francesca of Benefits in a Car. How are you today?

Speaker speaker_2: I'm good. How are you?

Speaker speaker_0: Hello?

Speaker speaker_2: Hi.

Speaker speaker_0: Hello?

Speaker speaker_2: Can you hear me? Hi.

Speaker speaker_0: Oh, you just sound a little far away, ma'am.

Speaker speaker_2: Oh, okay.

Speaker speaker_0: Oop, there we go.

Speaker speaker_2: Um, I'm right next to the phone.

Speaker speaker_0: Yes. How can I assist you today, ma'am?

Speaker speaker_2: Um, I'm trying to cancel my policy for medical and dental.

Speaker speaker_0: All right, and which testing company do you work with?

Speaker speaker_2: Uh, Creative Circle.

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

Speaker speaker_2: 1310.

Speaker speaker_0: And the last name?

Speaker speaker_2: Morse. M-O-R-S-E.

Speaker speaker_0: Can you please verify your mailing address and your date of birth to make sure I have the right account in front of me?

Speaker speaker_2: Yeah. It's gonna be 65488 Kentucky Road, Bend, Oregon, 97703. And then date of birth is 8/21/92.

Speaker speaker_0: I have best contact 916-539-0465?

Speaker speaker_2: Yes.

Speaker speaker_0: Okay.

Speaker speaker_2: And we have the email. The email is shannonkaylormorse@gmail.com.

Speaker speaker_0: All right. Um, now the only thing, Ms. Morse, will be I can go ahead and cancel those.

Speaker speaker_2: Okay.

Speaker speaker_0: But for the dental plan is on a bundle package with the vision and term life. So I can't cancel the dental unless you're looking to have the full policy canceled since vision, life insurance and dental is offered together. It can't be separated.

Speaker speaker_2: Okay. Well, I just need to cancel everything 'cause I got a full-time job that offers a policy and I'm gonna go with that one instead. So I just need to cancel everything.

Speaker speaker_0: All right. With that being said, since the line is recorded, you stated today you would like to cancel your full policy with Creative Circle. Correct?

Speaker speaker_2: Correct.

Speaker speaker_0: All right. I've put in that request. Please keep in mind cancellations do take seven to ten business days to process and you might experience one or two more deductions while your cancellation is being completed.

Speaker speaker_2: Okay.

Speaker speaker_0: All right. Was there anything else aside from putting in that cancellation that we can assist you with today?

Speaker speaker_2: Um, nope. That's gonna be it.

Speaker speaker_0: All right. I do hope you have a wonderful rest of your day. Thank you for your time today.

Speaker speaker_2: Thanks. Bye.

Speaker speaker_0: Bye-bye.