

Transcript: Francesca

Baez-5689726960058368-6233993134653440

Full Transcript

Thank you for calling Benefits 10 o' 5. My name is Francesca, how can I assist you today? Uh, I was calling to see if I can, um, cancel my insurance. What staffing company do you work with? Uh, Surge, Surge Staffing. And what's the last four of your social? 9720... And lastly, what will be the last name? Duronzo. Is the first name Junior? Yes, ma'am. All right, can you please verify your mailing address and date of birth? Uh, 010496, and I'm not sure if, like, I had changed my address or not. But the one I have, um, right now is, um, the 3515, uh, Ver, Verifield Drive, Columbus. Yes, sir, and we have the contact 689-325-5542. Yeah, that's correct. Was the email of your last name first name 582 at gmail.com? Yes, that's correct. Right, so the only thing we're missing would be the verbal disclosure that today you've given us a call to cancel your benefits with Surge Staffing, correct? Yes, that's correct. All right, sir, I put in the request for your cancellation. Please keep in mind that cancellations do take seven to ten business days to process, so you might have one or two more deductions while it's being completed. It should not be more than two. If you see a third one, give us a call 'cause then we have to open an investigation. Okay, absolutely. Thank you. Of course. Was there anything else we can assist you with today? No, that'd be all. I hope you have a wonderful rest of your day and thank you for giving us a call today. You too, bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10 o' 5. My name is Francesca, how can I assist you today?

Speaker speaker_1: Uh, I was calling to see if I can, um, cancel my insurance.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: Uh, Surge, Surge Staffing.

Speaker speaker_0: And what's the last four of your social?

Speaker speaker_1: 9720...

Speaker speaker_0: And lastly, what will be the last name?

Speaker speaker_1: Duronzo.

Speaker speaker_0: Is the first name Junior?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right, can you please verify your mailing address and date of birth?

Speaker speaker_1: Uh, 010496, and I'm not sure if, like, I had changed my address or not. But the one I have, um, right now is, um, the 3515, uh, Ver, Verifield Drive, Columbus.

Speaker speaker_0: Yes, sir, and we have the contact 689-325-5542.

Speaker speaker_1: Yeah, that's correct.

Speaker speaker_0: Was the email of your last name first name 582 at gmail.com?

Speaker speaker_1: Yes, that's correct.

Speaker speaker_0: Right, so the only thing we're missing would be the verbal disclosure that today you've given us a call to cancel your benefits with Surge Staffing, correct?

Speaker speaker_1: Yes, that's correct.

Speaker speaker_0: All right, sir, I put in the request for your cancellation. Please keep in mind that cancellations do take seven to ten business days to process, so you might have one or two more deductions while it's being completed. It should not be more than two. If you see a third one, give us a call 'cause then we have to open an investigation.

Speaker speaker_1: Okay, absolutely. Thank you.

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

Speaker speaker_1: No, that'd be all.

Speaker speaker_0: I hope you have a wonderful rest of your day and thank you for giving us a call today.

Speaker speaker_1: You too, bye.