

## **Transcript: Franchesca**

**Baez-5715438081622016-6223959231512576**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits ... My name is Francesca. How can I assist you today? Ma'am? Yes? Tishelle ... I'm sorry? Tishelle ... You asked why I'm calling? No, I'm guessing. And may I ask, how can we help you today? Um, I've, I don't need the med, the, I guess, the health insurance. Okay. What staffing company do you work with? Wagner. What are the last four of the Social? 1841. And what was the last name, I'm sorry? McFadden. And for security purposes, can you please verify your mailing address and date of birth for me? 153 Moore Road, 31220, August the 26th, 2003. I have the best friend number to reach you. 04-... We actually don't have... Go ahead. Ma'am? Yes. I was just gonna say, we actually don't have one on your account. Can I put the one that Caller ID shows you're calling on, ending in 7473? Yes, ma'am. All right, and then the last piece I need to verify is the email, which is down as your first and last name 026 at gmail.com? Yes, ma'am. And for the purpose of the line being recorded, you have stated you would like to cancel the current benefit plan with Wagner Services, correct? Mm-hmm. All right. I went ahead and put in the request for the cancellation. Please keep in mind that cancellations do take seven to 10 business days to process through, so there is a possibility that you may experience one to two more deductions. Okay. All right. Was there anything else that we can assist you with aside from that? No, ma'am. Thank you so much. Thank you for calling us today. I hope you have a wonderful rest of your day. You as well. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits ... My name is Francesca. How can I assist you today?

Speaker speaker\_2: Ma'am?

Speaker speaker\_1: Yes?

Speaker speaker\_2: Tishelle ...

Speaker speaker\_1: I'm sorry?

Speaker speaker\_2: Tishelle ... You asked why I'm calling?

Speaker speaker\_1: No, I'm guessing. And may I ask, how can we help you today?

Speaker speaker\_2: Um, I've, I don't need the med, the, I guess, the health insurance.

Speaker speaker\_1: Okay. What staffing company do you work with?

Speaker speaker\_2: Wagner.

Speaker speaker\_1: What are the last four of the Social?

Speaker speaker\_2: 1841.

Speaker speaker\_1: And what was the last name, I'm sorry?

Speaker speaker\_2: McFadden.

Speaker speaker\_1: And for security purposes, can you please verify your mailing address and date of birth for me?

Speaker speaker\_2: 153 Moore Road, 31220, August the 26th, 2003.

Speaker speaker\_1: I have the best friend number to reach you.

Speaker speaker\_2: 04-...

Speaker speaker\_1: We actually don't have... Go ahead.

Speaker speaker\_2: Ma'am?

Speaker speaker\_1: Yes. I was just gonna say, we actually don't have one on your account. Can I put the one that Caller ID shows you're calling on, ending in 7473?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: All right, and then the last piece I need to verify is the email, which is down as your first and last name 026 at gmail.com?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: And for the purpose of the line being recorded, you have stated you would like to cancel the current benefit plan with Wagner Services, correct?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: All right. I went ahead and put in the request for the cancellation. Please keep in mind that cancellations do take seven to 10 business days to process through, so there is a possibility that you may experience one to two more deductions.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. Was there anything else that we can assist you with aside from that?

Speaker speaker\_2: No, ma'am. Thank you so much.

Speaker speaker\_1: Thank you for calling us today. I hope you have a wonderful rest of your day.

Speaker speaker\_2: You as well.

Speaker speaker\_1: Bye-bye.