

Transcript: Francesca

Baez-5730218839293952-4909192039546880

Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? How are you doing? I'm trying to enroll the benefits. Which staffing company are you with? The Resource. And may I please have the last four of your social and the last name? Richardson 6992. You said 6992? Yes. Um, do you have a long time working with them already? A long time? Yes, ma'am. Have you received your first paycheck yet? Yes. Are you sure the last four of your social is 6992? Yes. 'Cause I'm not showing any account with that last name. If you have already received a paycheck we should have- Oh, I'm sorry. ... it in time. I've been giving them wrong numbers. I'm sorry. Okay. It's 3992. I'm sorry. That's my fault. That's okay. First name Taisha? Yes. Could you verify your mailing address for me and your date of birth, please? Uh, I'm not sure what that is. I put, I got two, but it's either 432 Vineyard Park Road or it's 3730 Heathrow Drive. All right, so we have the first one. Do you remember the ZIP code of the first address you gave me? Yes, 27104. All right, and then lastly will be your date of birth, please. July 20th, 2003. I have the best contact, same phone number you're calling on, 4- I mean, 743-238-4481 with the email of your first name 2003@gmail.com. Yes. Yes, ma'am. And for the purpose of my line being recorded, you stated today you would like to cancel the full policy with the Resource Company, correct? Yeah, like all the benefits, all the, um, healthcare and all that? Yes, ma'am. So the full policy- Yes. ... being all of the plan, leaving nothing active, correct? Yes. All right. I put in the request for that cancellation. Cancellations do take seven to ten business days to process, so you might have one or two more deductions after today. Okay. All right. Was there anything else aside from the cancellation that we can assist you with today? No. Thank 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 a Card. My name is Francesca. How can I assist you today?

Speaker speaker_1: How are you doing? I'm trying to enroll the benefits.

Speaker speaker_0: Which staffing company are you with?

Speaker speaker_1: The Resource.

Speaker speaker_0: And may I please have the last four of your social and the last name?

Speaker speaker_1: Richardson 6992.

Speaker speaker_0: You said 6992?

Speaker speaker_1: Yes.

Speaker speaker_0: Um, do you have a long time working with them already?

Speaker speaker_1: A long time?

Speaker speaker_0: Yes, ma'am. Have you received your first paycheck yet?

Speaker speaker_1: Yes.

Speaker speaker_0: Are you sure the last four of your social is 6992?

Speaker speaker_1: Yes.

Speaker speaker_0: 'Cause I'm not showing any account with that last name. If you have already received a paycheck we should have-

Speaker speaker_1: Oh, I'm sorry.

Speaker speaker_0: ... it in time.

Speaker speaker_1: I've been giving them wrong numbers. I'm sorry.

Speaker speaker_0: Okay.

Speaker speaker_1: It's 3992. I'm sorry. That's my fault.

Speaker speaker_0: That's okay. First name Taisha?

Speaker speaker_1: Yes.

Speaker speaker_0: Could you verify your mailing address for me and your date of birth, please?

Speaker speaker_1: Uh, I'm not sure what that is. I put, I got two, but it's either 432 Vineyard Park Road or it's 3730 Heathrow Drive.

Speaker speaker_0: All right, so we have the first one. Do you remember the ZIP code of the first address you gave me?

Speaker speaker_1: Yes, 27104.

Speaker speaker_0: All right, and then lastly will be your date of birth, please.

Speaker speaker_1: July 20th, 2003.

Speaker speaker_0: I have the best contact, same phone number you're calling on, 4- I mean, 743-238-4481 with the email of your first name 2003@gmail.com.

Speaker speaker_1: Yes. Yes, ma'am.

Speaker speaker_0: And for the purpose of my line being recorded, you stated today you would like to cancel the full policy with the Resource Company, correct?

Speaker speaker_1: Yeah, like all the benefits, all the, um, healthcare and all that?

Speaker speaker_0: Yes, ma'am. So the full policy-

Speaker speaker_1: Yes.

Speaker speaker_0: ... being all of the plan, leaving nothing active, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. I put in the request for that cancellation. Cancellations do take seven to ten business days to process, so you might have one or two more deductions after today.

Speaker speaker_1: Okay.

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

Speaker speaker_1: No. Thank you.

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

Speaker speaker_1: You too.

Speaker speaker_0: Bye-bye.