

Transcript: Francesca

Baez-6000551800913920-5783357250912256

Full Transcript

Thank you for calling 300-777-0000. My name is Francesca. How can I assist you today? Uh, yes, ma'am. My name is Shelly Preston. I actually have insurance through, um, Innovative Staffing Solutions in Princeton, Kentucky at my current job and I want to drop that policy. All right. What are the last four of your Social? 5316. Ms. Shelly, what was the last name? Preston. P-R-E-S-T-O-N. Please verify your mailing address and date of birth to make sure I have the right account in front of me. It's, uh, 200 N as in North Franklin Street, Princeton, Kentucky 42445 and it's apartment 213. And your date of birth? 09-09-1989. I have last contact 270-625-2924, same as the one you called on today? Yes, ma'am. And lastly, we have your email down as first name, period, last name, period, ae9@gmail.com. Yes, ma'am. And for the purpose of my line being recorded, you stated today you would like to cancel your policy completely with Innovative Staff Solutions. Correct? Yes, ma'am. All right. So I'm processing the cancellation. All of your plans will be canceled within one to two business days. You might see one or two more deductions while it's being completed. Okay. All right. Thank you. Of course. Is there anything else we can assist you with aside from this?

Conversation Format

Speaker speaker_0: Thank you for calling 300-777-0000. My name is Francesca. How can I assist you today?

Speaker speaker_1: Uh, yes, ma'am. My name is Shelly Preston. I actually have insurance through, um, Innovative Staffing Solutions in Princeton, Kentucky at my current job and I want to drop that policy.

Speaker speaker_0: All right. What are the last four of your Social?

Speaker speaker_1: 5316.

Speaker speaker_0: Ms. Shelly, what was the last name?

Speaker speaker_1: Preston. P-R-E-S-T-O-N.

Speaker speaker_0: Please verify your mailing address and date of birth to make sure I have the right account in front of me.

Speaker speaker_1: It's, uh, 200 N as in North Franklin Street, Princeton, Kentucky 42445 and it's apartment 213.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 09-09-1989.

Speaker speaker_0: I have last contact 270-625-2924, same as the one you called on today?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And lastly, we have your email down as first name, period, last name, period, ae9@gmail.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And for the purpose of my line being recorded, you stated today you would like to cancel your policy completely with Innovative Staff Solutions. Correct?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right. So I'm processing the cancellation. All of your plans will be canceled within one to two business days. You might see one or two more deductions while it's being completed.

Speaker speaker_1: Okay. All right. Thank you.

Speaker speaker_0: Of course. Is there anything else we can assist you with aside from this?