

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling my name is Francesca. How can I assist you today? Hi, Francesca. My name is Eleanor and I just wanted to confirm, um, that my coverage with Benefits Na Card isn't canceled. Uh, I have a new coverage through the marketplace, um, and so I just wanted to make sure that the cancellation was being processed and everything. What staffing company do you work with? Uh, Creative Circle. What is the last four of your Social? Sure. 9995. And, Ms. Eleanor, what is your last name? Uh, Gaskin. G-A-S-K-I-N. Could you please ver- verify your mailing address and your date of birth for me, please? Sure. 525 West Hawthorne Place, Unit 2307, Chicago, Illinois 60657. Uh, and my birthdate is 11/30/1983. Yeah. Best contact 312-391-4154? That's right. Can I have your email down as e, b as in boy, last name@gmail.com? That's right. Yes, ma'am. As to the cancellation was processed on January 3rd, it's currently still on process and cancellations do take seven to ten business days to process through. Got it. Okay. I just... I had gotten an email so I was worried that maybe something got lost but, um, okay. Cool. That's awesome, Francesca. Thank you. Of course. Was there anything else we can assist you with today? Nope. That's it. All right. I do hope you have a wonderful rest of your day and thank you for giving us a call today. Thank you so much. You too. Bye-bye. Of course. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling my name is Francesca. How can I assist you today?

Speaker speaker_2: Hi, Francesca. My name is Eleanor and I just wanted to confirm, um, that my coverage with Benefits Na Card isn't canceled. Uh, I have a new coverage through the marketplace, um, and so I just wanted to make sure that the cancellation was being processed and everything.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: Uh, Creative Circle.

Speaker speaker_1: What is the last four of your Social?

Speaker speaker_2: Sure. 9995.

Speaker speaker_1: And, Ms. Eleanor, what is your last name?

Speaker speaker_2: Uh, Gaskin. G-A-S-K-I-N.

Speaker speaker_1: Could you please ver- verify your mailing address and your date of birth for me, please?

Speaker speaker_2: Sure. 525 West Hawthorne Place, Unit 2307, Chicago, Illinois 60657. Uh, and my birthdate is 11/30/1983.

Speaker speaker_1: Yeah. Best contact 312-391-4154?

Speaker speaker_2: That's right.

Speaker speaker_1: Can I have your email down as e, b as in boy, last name@gmail.com?

Speaker speaker_2: That's right.

Speaker speaker_1: Yes, ma'am. As to the cancellation was processed on January 3rd, it's currently still on process and cancellations do take seven to ten business days to process through.

Speaker speaker_2: Got it. Okay. I just... I had gotten an email so I was worried that maybe something got lost but, um, okay. Cool. That's awesome, Francesca. Thank you.

Speaker speaker_1: Of course. Was there anything else we can assist you with today?

Speaker speaker_2: Nope. That's it.

Speaker speaker_1: All right. I do hope you have a wonderful rest of your day and thank you for giving us a call today.

Speaker speaker_2: Thank you so much. You too. Bye-bye.

Speaker speaker_1: Of course. Bye.