

## **Transcript: Francesca**

**Baez-6184782704852992-4984821589917696**

### **Full Transcript**

Thank you for calling Benefits ... Card. My name is Francesca. How can I assist you today? Hey, how you doing today? Um, this is, uh, Vivian Young. I was calling to see if I can, um, basically, uh, uh, I'm trying to cancel my insurance. Understood. What staffing company do you work with? MAU. And what are the last four of the social? 0258. And the last name? Young. There you go, Ms. Vivian. Can you verify your mailing address for me and your date of birth? 12 Hutchins Court, Greenwood, South Carolina 29607 November the 20th, 1996. All right. We have a best phone number to reach you down as 864-915-3178. I've got to change, my number changed. All right. Would you like me to change it to caller ID 864-605-1863? Yes, ma'am. And the last thing, your email is down as pvflchannel7356@gmail.com? Yes, ma'am. All right then. For the purpose of this line being recorded, you stated today you'd like to cancel the full policy with MAU staffing, correct? Yeah, the insurance. Yes, ma'am. All right. So I put in the request for the cancellations. Our cancellations do take seven to 10 business days to process so you might have one or two more deductions while it's being completed which will mean you'll have one or two more days of coverage, I mean weeks, sorry, of coverage. Okay. Thank you. Of course. Was there anything else I can assist you with today? That's it. Have a great day and thank you for calling Benefits ... Card today.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits ... Card. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Hey, how you doing today? Um, this is, uh, Vivian Young. I was calling to see if I can, um, basically, uh, uh, I'm trying to cancel my insurance.

Speaker speaker\_0: Understood. What staffing company do you work with?

Speaker speaker\_1: MAU.

Speaker speaker\_0: And what are the last four of the social?

Speaker speaker\_1: 0258.

Speaker speaker\_0: And the last name?

Speaker speaker\_1: Young.

Speaker speaker\_0: There you go, Ms. Vivian. Can you verify your mailing address for me and your date of birth?

Speaker speaker\_1: 12 Hutchins Court, Greenwood, South Carolina 29607 November the 20th, 1996.

Speaker speaker\_0: All right. We have a best phone number to reach you down as 864-915-3178.

Speaker speaker\_1: I've got to change, my number changed.

Speaker speaker\_0: All right. Would you like me to change it to caller ID 864-605-1863?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And the last thing, your email is down as pvflchannel7356@gmail.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: All right then. For the purpose of this line being recorded, you stated today you'd like to cancel the full policy with MAU staffing, correct?

Speaker speaker\_1: Yeah, the insurance. Yes, ma'am.

Speaker speaker\_0: All right. So I put in the request for the cancellations. Our cancellations do take seven to 10 business days to process so you might have one or two more deductions while it's being completed which will mean you'll have one or two more days of coverage, I mean weeks, sorry, of coverage.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: Of course. Was there anything else I can assist you with today?

Speaker speaker\_1: That's it.

Speaker speaker\_0: Have a great day and thank you for calling Benefits ... Card today.