

Transcript: Franchesca

Baez-6209978489159680-5220944358981632

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello? . Yes, Anthony. . But-- but what-- no, I didn't put any health insurance. . Oh, how would you cancel it? What happens is that from-- from today, we work with Florence. I can cancel it for you, sir. You left a voicemail telling me today that you wanted to cancel your open enrollment with Focus Workforce Management, correct? Correct. Okay. I see here that you have finalized to be enrolled. I'm going to place your cancellation request. Cancellations would take seven to ten working days to process. Okay. You have the opportunity to earn one or two deductions more. Okay. Is there anything else I can assist you with? No, nothing else. Thank you very much. Have a good day. Bye.

Conversation Format

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

Speaker speaker_1: Hello?

Speaker speaker_2: .

Speaker speaker_1: Yes, Anthony.

Speaker speaker_2: .

Speaker speaker_1: But-- but what-- no, I didn't put any health insurance.

Speaker speaker_2: .

Speaker speaker_1: Oh, how would you cancel it? What happens is that from-- from today, we work with Florence.

Speaker speaker_2: I can cancel it for you, sir. You left a voicemail telling me today that you wanted to cancel your open enrollment with Focus Workforce Management, correct?

Speaker speaker_1: Correct.

Speaker speaker_2: Okay. I see here that you have finalized to be enrolled. I'm going to place your cancellation request. Cancellations would take seven to ten working days to process.

Speaker speaker_1: Okay.

Speaker speaker_2: You have the opportunity to earn one or two deductions more.

Speaker speaker_1: Okay.

Speaker speaker_2: Is there anything else I can assist you with?

Speaker speaker_1: No, nothing else. Thank you very much.

Speaker speaker_2: Have a good day.

Speaker speaker_1: Bye.