

## **Transcript: Francesca**

**Baez-6290289465933824-6213170442452992**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Francesca. How may I help you today? Hi, uh, my name is Robert Melendez. I'm calling to un-enroll in my benefits. Which staffing company do you work with? Uh, Oxford Global Consulting. What are the last four of your Social? Uh, 7278. Please provide your mailing address and date of birth. Uh, uh, West 184 10033, New York, New York. March 30th, 1995. We have the best contact down as 917-817-6036. That's correct. And we have your email down as rmylin95@gmail.com. Uh, yeah, that's correct. Is it rmylin95 at gmail? Yes, sir. Okay, that's correct, then. And for the purpose of my line being recorded today, you say that you would like to cancel your benefits with Oxford Global, correct? Yes, I'd like to cancel all of them. All right. I've put in the request for the full policy cancellations. Cancellations do take seven to 10 business days, so you might experience one or two more deductions whilst being completed. Okay. Was there anything else we can assist you with today? Um, uh, do you know how much the deductions will be? Because I'm not... I'm no longer working with Oxford. Yes, sir. It shows that it will be \$53.13. If you're no longer receiving a paycheck from them, you do not have to worry about it, 'cause these benefits can only be deducted from their paychecks. Ah, okay. Thank you so much. Of course. Anything else? No, those are all. Have a great day and thank you for calling Benefits in a Card today. Okay, bye-bye. Bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Francesca. How may I help you today?

Speaker speaker\_1: Hi, uh, my name is Robert Melendez. I'm calling to un-enroll in my benefits.

Speaker speaker\_0: Which staffing company do you work with?

Speaker speaker\_1: Uh, Oxford Global Consulting.

Speaker speaker\_0: What are the last four of your Social?

Speaker speaker\_1: Uh, 7278.

Speaker speaker\_0: Please provide your mailing address and date of birth.

Speaker speaker\_1: Uh, uh, West 184 10033, New York, New York. March 30th, 1995.

Speaker speaker\_0: We have the best contact down as 917-817-6036.

Speaker speaker\_1: That's correct.

Speaker speaker\_0: And we have your email down as rmylin95@gmail.com.

Speaker speaker\_1: Uh, yeah, that's correct. Is it rmylin95 at gmail?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Okay, that's correct, then.

Speaker speaker\_0: And for the purpose of my line being recorded today, you say that you would like to cancel your benefits with Oxford Global, correct?

Speaker speaker\_1: Yes, I'd like to cancel all of them.

Speaker speaker\_0: All right. I've put in the request for the full policy cancellations. Cancellations do take seven to 10 business days, so you might experience one or two more deductions whilst being completed.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Was there anything else we can assist you with today?

Speaker speaker\_1: Um, uh, do you know how much the deductions will be? Because I'm not... I'm no longer working with Oxford.

Speaker speaker\_0: Yes, sir. It shows that it will be \$53.13. If you're no longer receiving a paycheck from them, you do not have to worry about it, 'cause these benefits can only be deducted from their paychecks.

Speaker speaker\_1: Ah, okay. Thank you so much.

Speaker speaker\_0: Of course. Anything else?

Speaker speaker\_1: No, those are all.

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

Speaker speaker\_1: Okay, bye-bye.

Speaker speaker\_0: Bye.