

Transcript: Francesca

Baez-6354556263907328-5186378108289024

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10-03, my name is Francesca. How can I assist you today? Hiya, Francesca. I'm trying to sit there and find a way to cancel my benefits. What staffing company do you work with? Associated Staffing in Houston, Nebraska. And what are the last four of your Social? 1912. And your last name? Rodriguez. Hmm. Rodriguez, please verify your mailing address and your date of birth to make sure I'm on the right account. Uh, it'd be 213 North Walnut Street, Red Cloud, Nebraska 68970. And birthday is 11-22-1994. Thank you very much. We share a best phone number to reach you, same as the one you're calling on, 402-469-9114? Yes, ma'am. Let me show your email then as your first and last name, 646@gmail.com? Yeah. Okay. So there's no restrictions on the policy, I'm able to cancel it. You say you wanted to cancel the full policy, correct? Yes, ma'am. For the purpose of this line being recorded, you have stated you would like to cancel your coverage with Associated Staffing Solutions today, correct? Yes, ma'am. All right. So I put in the request for you, Mr. Rodriguez. Cancellations do take seven to 10 business days. So there's a possibility of one or two deductions while your cancellation is being completed out. Okay. Was there anything else ... that has been submitted in the cancellation that we can assist you with today? No, ma'am. All right. Thank you so much for your time and for giving us a call. I hope you have a wonderful rest of your day today. Yep. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits 10-03, my name is Francesca. How can I assist you today?

Speaker speaker_2: Hiya, Francesca. I'm trying to sit there and find a way to cancel my benefits.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: Associated Staffing in Houston, Nebraska.

Speaker speaker_1: And what are the last four of your Social?

Speaker speaker_2: 1912.

Speaker speaker_1: And your last name?

Speaker speaker_2: Rodriguez.

Speaker speaker_1: Hmm. Rodriguez, please verify your mailing address and your date of birth to make sure I'm on the right account.

Speaker speaker_2: Uh, it'd be 213 North Walnut Street, Red Cloud, Nebraska 68970. And birthday is 11-22-1994.

Speaker speaker_1: Thank you very much. We share a best phone number to reach you, same as the one you're calling on, 402-469-9114?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Let me show your email then as your first and last name, 646@gmail.com?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. So there's no restrictions on the policy, I'm able to cancel it. You say you wanted to cancel the full policy, correct?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: For the purpose of this line being recorded, you have stated you would like to cancel your coverage with Associated Staffing Solutions today, correct?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All right. So I put in the request for you, Mr. Rodriguez. Cancellations do take seven to 10 business days. So there's a possibility of one or two deductions while your cancellation is being completed out.

Speaker speaker_2: Okay.

Speaker speaker_1: Was there anything else ... that has been submitted in the cancellation that we can assist you with today?

Speaker speaker_2: No, ma'am.

Speaker speaker_1: All right. Thank you so much for your time and for giving us a call. I hope you have a wonderful rest of your day today.

Speaker speaker_2: Yep.

Speaker speaker_1: Bye-bye.

Speaker speaker_2: Bye.