

Transcript: Francesca

Baez-6374442725326848-6545111689773056

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Intercom. My name is Francesca. How may I assist you today? Oh, um, my name's Anthony with TTI. I was just calling because I wanna get, I wanna get the benefits dropped. I wanna get taken off the benefits. Okay. What staffing company do you work with? It's, um, MAU. I work with MAU. What are the last four of the Social? Six, six, one, five. And your last name? Watts. W-A-T-T-S. Please verify your mailing address and date of birth. It's, um, 704 Concord Road. And, um, date of birth, March 30th, 1999. Could you please verify city and zip code? Um, the city is South Carolina and, um, the zip code is, uh, two... Uh, what is it? Um, sorry, I don't remember the zip code. It's, uh... It's okay. I don't need the zip code. I just wanted to make sure it was a right, um, address that we had on file. Oh, gotcha. All right. And then I have your phone number down as 864-780-1268. Uh-huh. And email on file is your first initial, last name, 1999@aol.com? Yes, ma'am. All right, and then the last thing to say is due to the fact that the line is recorded, you have stated today you would like to drop your full policy with MAU and have no active coverage. Correct? Yes, ma'am. Okay. So I've submitted for the request. Cancellation takes seven to 10 business days to process through, so you might see one to two more deductions while it's being completed, which will mean you'll have coverage for one to two more weeks. Okay. Was there anything else that we can assist you with today? Um, I think that's it. I appreciate it, miss. Thank you for allowing us to assist you. I hope you have a wonderful rest of your day. Thank you. Okay, so cool.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits Intercom. My name is Francesca. How may I assist you today?

Speaker speaker_2: Oh, um, my name's Anthony with TTI. I was just calling because I wanna get, I wanna get the benefits dropped. I wanna get taken off the benefits.

Speaker speaker_1: Okay. What staffing company do you work with?

Speaker speaker_2: It's, um, MAU. I work with MAU.

Speaker speaker_1: What are the last four of the Social?

Speaker speaker_2: Six, six, one, five.

Speaker speaker_1: And your last name?

Speaker speaker_2: Watts. W-A-T-T-S.

Speaker speaker_1: Please verify your mailing address and date of birth.

Speaker speaker_2: It's, um, 704 Concord Road. And, um, date of birth, March 30th, 1999.

Speaker speaker_1: Could you please verify city and zip code?

Speaker speaker_2: Um, the city is South Carolina and, um, the zip code is, uh, two... Uh, what is it? Um, sorry, I don't remember the zip code. It's, uh...

Speaker speaker_1: It's okay. I don't need the zip code. I just wanted to make sure it was a right, um, address that we had on file.

Speaker speaker_2: Oh, gotcha. All right.

Speaker speaker_1: And then I have your phone number down as 864-780-1268.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: And email on file is your first initial, last name, 1999@aol.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All right, and then the last thing to say is due to the fact that the line is recorded, you have stated today you would like to drop your full policy with MAU and have no active coverage. Correct?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. So I've submitted for the request. Cancellation takes seven to 10 business days to process through, so you might see one to two more deductions while it's being completed, which will mean you'll have coverage for one to two more weeks.

Speaker speaker_2: Okay.

Speaker speaker_1: Was there anything else that we can assist you with today?

Speaker speaker_2: Um, I think that's it. I appreciate it, miss.

Speaker speaker_1: Thank you for allowing us to assist you. I hope you have a wonderful rest of your day.

Speaker speaker_2: Thank you. Okay, so cool.