

Transcript: Francesca

Baez-6521796769660928-6570131257868288

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Francesca. How can I help you today? Yeah, I would like to cancel everything I got. What staffing company do you work with? Uh, the company I work for is MAU. What are the last four of your Social and your last name? Uh, 6446 and Singley, S-I-N-G-L-E-Y. For security purposes, please verify your mailing address and your date of birth. Uh, 39 Matthew Place, Temple, Georgia, 102173. We have the password number to reach you down as 770-527-9412. That's correct. We have your email down as timothy2000@yahoo.com. That is correct. For the purpose of the line being recorded, you stated that you would like to cancel your full policy with MAU at the moment leaving no remaining plans, correct? That is correct. All right, bear with me one moment. Okay. Your request has been submitted for the cancellation. Keep in mind cancellations take seven to ten business days to process through and you could experience one to two months- Okay. ... while it's being processed. I understand. All right. Was there anything else aside from canceling that policy for you that we can assist you with today? No, ma'am. You did a wonderful job. Thank you. I hope you have a wonderful rest of your day. Thank you for calling Benefits in a Card today. Okay. 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 in a Card. My name is Francesca. How can I help you today?

Speaker speaker_2: Yeah, I would like to cancel everything I got.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: Uh, the company I work for is MAU.

Speaker speaker_1: What are the last four of your Social and your last name?

Speaker speaker_2: Uh, 6446 and Singley, S-I-N-G-L-E-Y.

Speaker speaker_1: For security purposes, please verify your mailing address and your date of birth.

Speaker speaker_2: Uh, 39 Matthew Place, Temple, Georgia, 102173.

Speaker speaker_1: We have the password number to reach you down as 770-527-9412.

Speaker speaker_2: That's correct.

Speaker speaker_1: We have your email down as timothy2000@yahoo.com.

Speaker speaker_2: That is correct.

Speaker speaker_1: For the purpose of the line being recorded, you stated that you would like to cancel your full policy with MAU at the moment leaving no remaining plans, correct?

Speaker speaker_2: That is correct.

Speaker speaker_1: All right, bear with me one moment.

Speaker speaker_2: Okay.

Speaker speaker_1: Your request has been submitted for the cancellation. Keep in mind cancellations take seven to ten business days to process through and you could experience one to two months-

Speaker speaker_2: Okay.

Speaker speaker_1: ... while it's being processed.

Speaker speaker_2: I understand.

Speaker speaker_1: All right. Was there anything else aside from canceling that policy for you that we can assist you with today?

Speaker speaker_2: No, ma'am. You did a wonderful job.

Speaker speaker_1: Thank you. I hope you have a wonderful rest of your day. Thank you for calling Benefits in a Card today.

Speaker speaker_2: Okay. Bye.

Speaker speaker_1: Bye-bye.