

Transcript: Franchesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling ... My name is... Thank you. Hello? Yes. Hello? Okay. Sorry. This line was very in and out. Hey, I want to cancel my insurance. What staffing company do you work with? Surge. What are the last four of your Social? The last four of my Social? Yes, ma'am. The last four. Um, it is 9457. And the last name, please. Webb. For security purposes, please verify your mailing address and your date of birth. It is 804 Sale Drive. And then, um, that's in Spring Hill, Tennessee. And then my date of birth is April 16th, 2000. We have the best point of contact, 931-286-5534? Yes. And we have your email down as mirandaannwebb28@gmail.com? Yeah. Okay. And for the purpose of this line being recorded, you stated you would like to cancel the benefits with Surge Staffing, correct? Yes. All right. So I put in the request for the cancellation. Please keep in mind that cancellations take seven to 10 business days to process through. There is a possibility that you may experience one to two, excuse me, one to two reductions while it's being completed. Okay. All right. Was there anything else that I can assist you with today? No, that's it. I hope you have a wonderful rest of your day. Thank you for your time today. Thank you. 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 ... My name is... Thank you.

Speaker speaker_2: Hello?

Speaker speaker_1: Yes. Hello?

Speaker speaker_2: Okay. Sorry. This line was very in and out. Hey, I want to cancel my insurance.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: Surge.

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

Speaker speaker_2: The last four of my Social?

Speaker speaker_1: Yes, ma'am. The last four.

Speaker speaker_2: Um, it is 9457.

Speaker speaker_1: And the last name, please.

Speaker speaker_2: Webb.

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

Speaker speaker_2: It is 804 Sale Drive. And then, um, that's in Spring Hill, Tennessee. And then my date of birth is April 16th, 2000.

Speaker speaker_1: We have the best point of contact, 931-286-5534?

Speaker speaker_2: Yes.

Speaker speaker_1: And we have your email down as mirandaannwebb28@gmail.com?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. And for the purpose of this line being recorded, you stated you would like to cancel the benefits with Surge Staffing, correct?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. So I put in the request for the cancellation. Please keep in mind that cancellations take seven to 10 business days to process through. There is a possibility that you may experience one to two, excuse me, one to two reductions while it's being completed.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Was there anything else that I can assist you with today?

Speaker speaker_2: No, that's it.

Speaker speaker_1: I hope you have a wonderful rest of your day. Thank you for your time today.

Speaker speaker_2: Thank you.

Speaker speaker_1: Bye-bye.