

## **Transcript: Francesca**

**Baez-6532808499314688-4528020844756992**

### **Full Transcript**

Thank you for calling Medical Center - Okay. ... with Francesca. How can I assist you today? Hello. Um, I wanna opt, um, out on my surge insurance. Call me baby. That shit go to my head now. What are the last four of your Social? Oh, Lord. It is, um, 5913. And your last name? What? Last name last for this? Aguilar. Shit, like I had to do so damn bad. Just verify your mailing address and date of birth to make sure I have the right account in front of me. What the hell is this? 1182 Lakeview Drive. And you said, what else? Your date of birth. September 13th, 2004. All right. ... .. call back out. We have the best number to reach you down, same as the one you called on, 7... I mean 470-796. Excuse me. You said my phone number? Yes, ma'am. I'm saying that we have on file the same phone number that you called on, 470-796-4542. Mm-hmm. Correct. And we have your email down as gaviaulis35@gmail.com? Yes. That's correct. I think it's all good. All right then. For the purpose of my line being recorded, you stated today you would like to be opt out and cancel the current coverage with surge staffing, correct? That's correct. Ooh. All right. So I put in the request. Please keep in mind, cancellations take seven to ten business days to process. So you may experience one or two more deductions after today, while your cancellation is being completed. Okay. Was there anything else besides cancelling coverage that we can assist you with today? No, ma'am. It was a pleasure speaking with you and assisting you, Ms. Aguilar. Hope you have a wonderful rest of your day. Thank you. You as well. Of course. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Medical Center -

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... with Francesca. How can I assist you today?

Speaker speaker\_2: Hello. Um, I wanna opt, um, out on my surge insurance.

Speaker speaker\_3: Call me baby. That shit go to my head now.

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

Speaker speaker\_3: Oh, Lord.

Speaker speaker\_2: It is, um, 5913.

Speaker speaker\_0: And your last name?

Speaker speaker\_3: What? Last name last for this?

Speaker speaker\_2: Aguilar.

Speaker speaker\_3: Shit, like I had to do so damn bad.

Speaker speaker\_0: Just verify your mailing address and date of birth to make sure I have the right account in front of me.

Speaker speaker\_3: What the hell is this?

Speaker speaker\_2: 1182 Lakeview Drive. And you said, what else?

Speaker speaker\_0: Your date of birth.

Speaker speaker\_2: September 13th, 2004.

Speaker speaker\_4: All right. ... .. call back out.

Speaker speaker\_0: We have the best number to reach you down, same as the one you called on, 7... I mean 470-796. Excuse me.

Speaker speaker\_2: You said my phone number?

Speaker speaker\_0: Yes, ma'am. I'm saying that we have on file the same phone number that you called on, 470-796-4542.

Speaker speaker\_3: Mm-hmm.

Speaker speaker\_2: Correct.

Speaker speaker\_0: And we have your email down as gaviaulis35@gmail.com?

Speaker speaker\_2: Yes. That's correct.

Speaker speaker\_1: I think it's all good.

Speaker speaker\_0: All right then. For the purpose of my line being recorded, you stated today you would like to be opt out and cancel the current coverage with surge staffing, correct?

Speaker speaker\_2: That's correct.

Speaker speaker\_1: Ooh.

Speaker speaker\_0: All right. So I put in the request. Please keep in mind, cancellations take seven to ten business days to process. So you may experience one or two more deductions after today, while your cancellation is being completed.

Speaker speaker\_2: Okay.

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

Speaker speaker\_2: No, ma'am.

Speaker speaker\_0: It was a pleasure speaking with you and assisting you, Ms. Aguilar. Hope you have a wonderful rest of your day.

Speaker speaker\_2: Thank you. You as well.

Speaker speaker\_0: Of course. Bye-bye.