

## **Transcript: Francesca**

**Baez-6555616571506688-6287160445976576**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits ... my name is Francesca. How can I assist you today? Hi, Francesca. I wanted to see if I can actually, um, cancel, uh, my benefits or is there any way that I could...? Let's see. What staffing company do you work with? Uh, Carleton, Carleton Staffing. What are the last four of your Social and the last name? Yes, so it's... Uh, the Social is 9220 and my last name is Loreda Moreno. I don't know if it's under both last names or just Lor- Loreda. Okay. I believe this is under both the last time. Could you verify your mailing address and date of birth for me, please? Yes, ma'am. It's 10719 Starlette Meadows Court, uh, Houston, Texas 77064 and, um, my birthday is 12/06/1985. All right. I see here we have the best phone number to reach you at is 832-480-8820 and the email down as first name, crd126@yahoo.com. Yes, ma'am. All right. And for the purpose of the line being recorded, you have stated you would like to cancel your current benefits with Surge Staffing, correct? Yes, ma'am. Uh, sir, I do hope you have a wonderful rest of your day. Um, sorry, not that. Sorry. Yes, I also... I apologize. No, you're fine. Um, I also do have to let you know, um- Uh-huh. ... cancellations did take seven to ten business days to process through. There is a small- Oh. ... possibility you could see one to two more deductions which will mean one to two more weeks of coverage while it's being properly canceled. Okay. Yes, ma'am. All right, and aside from that, was there anything else that we can assist you with today? Uh, no, ma'am. That will be it. Well, listen, if you want any enrollment decisions or if you're looking to enroll into anything your staffing company's currently offering, your last day will be this Thursday, seven, from your personal open enrollment period. Oh, okay. Yes, ma'am. Perfect. All right. Have a wonderful rest of your day and thank you so much for your time. Thank you. You, too. Mm-hmm. Bye-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 ... my name is Francesca. How can I assist you today?

Speaker speaker\_2: Hi, Francesca. I wanted to see if I can actually, um, cancel, uh, my benefits or is there any way that I could...?

Speaker speaker\_1: Let's see. What staffing company do you work with?

Speaker speaker\_2: Uh, Carleton, Carleton Staffing.

Speaker speaker\_1: What are the last four of your Social and the last name?

Speaker speaker\_2: Yes, so it's... Uh, the Social is 9220 and my last name is Loreda Moreno. I don't know if it's under both last names or just Lor- Loreda.

Speaker speaker\_1: Okay. I believe this is under both the last time. Could you verify your mailing address and date of birth for me, please?

Speaker speaker\_2: Yes, ma'am. It's 10719 Starlette Meadows Court, uh, Houston, Texas 77064 and, um, my birthday is 12/06/1985.

Speaker speaker\_1: All right. I see here we have the best phone number to reach you at is 832-480-8820 and the email down as first name, crd126@yahoo.com.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: All right. And for the purpose of the line being recorded, you have stated you would like to cancel your current benefits with Surge Staffing, correct?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Uh, sir, I do hope you have a wonderful rest of your day. Um, sorry, not that. Sorry. Yes, I also... I apologize.

Speaker speaker\_2: No, you're fine.

Speaker speaker\_1: Um, I also do have to let you know, um-

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: ... cancellations did take seven to ten business days to process through. There is a small-

Speaker speaker\_2: Oh.

Speaker speaker\_1: ... possibility you could see one to two more deductions which will mean one to two more weeks of coverage while it's being properly canceled.

Speaker speaker\_2: Okay. Yes, ma'am.

Speaker speaker\_1: All right, and aside from that, was there anything else that we can assist you with today?

Speaker speaker\_2: Uh, no, ma'am. That will be it.

Speaker speaker\_1: Well, listen, if you want any enrollment decisions or if you're looking to enroll into anything your staffing company's currently offering, your last day will be this Thursday, seven, from your personal open enrollment period.

Speaker speaker\_2: Oh, okay. Yes, ma'am. Perfect.

Speaker speaker\_1: All right. Have a wonderful rest of your day and thank you so much for your time.

Speaker speaker\_2: Thank you. You, too. Mm-hmm. Bye-bye.

Speaker speaker\_1: Bye-bye.