

Transcript: Francesca

Baez-6568770270183424-6586070029352960

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 0000.com. My name is Francesca. How can I assist you today? Yes, ma'am. My name's Megan Smith. I work for TRC. I just need to cancel my benefits. What is the last four of your Social? 0462. Could you please verify your mailing address and your date of birth for me? 268 Rota Ridge Road, Leesville, South Carolina and 29070. We have the best phone number to reach you down as 803-317-8856, I mean 54, sorry. Yes, ma'am. And I have your email down as hendersonmegan40@gmail.com. Yes, ma'am. And for the purpose of the line being recorded, you said that you would like to cancel your current benefits with TR Staffing. Yes, ma'am. It doesn't pay for any of my medications or anything so, I should cancel it. Understood. So I'll put in the request for cancellation. Please keep in mind, cancellations take seven to ten business days to process through. So there's a possibility of one to two more deductions while it's being processed. All right. Now will I be refunded for the benefits that I've already been using? No, ma'am. I mean, I haven't used them all because they won't cover So I do apologize that the limitation of the plans didn't cover the services you were looking for but unfortunately, you've signed a form asking to be enrolled into them. No reimbursement will be provided for it because of it. Okay. Is there anything else we can help you with today? No, ma'am. That's it. Have a wonderful rest of your day. Thank you for your time today. You too. 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 0000.com. My name is Francesca. How can I assist you today?

Speaker speaker_2: Yes, ma'am. My name's Megan Smith. I work for TRC. I just need to cancel my benefits.

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

Speaker speaker_2: 0462.

Speaker speaker_1: Could you please verify your mailing address and your date of birth for me?

Speaker speaker_2: 268 Rota Ridge Road, Leesville, South Carolina and 29070.

Speaker speaker_1: We have the best phone number to reach you down as 803-317-8856, I mean 54, sorry.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And I have your email down as hendersonmegan40@gmail.com.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And for the purpose of the line being recorded, you said that you would like to cancel your current benefits with TR Staffing.

Speaker speaker_2: Yes, ma'am. It doesn't pay for any of my medications or anything so, I should cancel it.

Speaker speaker_1: Understood. So I'll put in the request for cancellation. Please keep in mind, cancellations take seven to ten business days to process through. So there's a possibility of one to two more deductions while it's being processed.

Speaker speaker_2: All right. Now will I be refunded for the benefits that I've already been using?

Speaker speaker_1: No, ma'am.

Speaker speaker_2: I mean, I haven't used them all because they won't cover

Speaker speaker_1: So I do apologize that the limitation of the plans didn't cover the services you were looking for but unfortunately, you've signed a form asking to be enrolled into them. No reimbursement will be provided for it because of it.

Speaker speaker_2: Okay.

Speaker speaker_1: Is there anything else we can help you with today?

Speaker speaker_2: No, ma'am. That's it.

Speaker speaker_1: Have a wonderful rest of your day. Thank you for your time today.

Speaker speaker_2: You too. Bye-bye.