

Transcript: Francesca

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Full Transcript

Thank you for calling Beniff & Turner, my name is Francesca. How can I assist you today? Hello. My name is Pavel Dmitriyev and I'm calling you, to you, uh, with the cancellation of my medical insurance policy, uh, with the Verstella Group. What are the last four of the social? Uh, 4244. And you said Tella Group or Verstella Group? I'm sorry. Uh, it's gonna be Tella Group. Okay. Is the Verstella a Tella Service Staffing company? Yes. Exactly. Please verify your mailing address and date of birth. Uh, my email address pdmitriyev, um, and my, um, 615, sorry. Uh, and my date of birth, May 7th, 2001. Yes, sir. I asked for your mailing address where you get your actual mail delivered. Uh, sorry, can you say again? Yes, sir. Your mailing address where you get your mail delivered to. Like your home address. Uh. I mean, I mean my mail address, m- my, mail, yes. Because I, I don't, I don't know how to say, uh, how to spell to you, like, the last words, gmail.com. Like that? No, sir. You're giving me an email. I'm asking for a mailing address, a home address- Oh, sorry, sorry. ... where you get cards, letters and packages delivered to. Yeah, I got it. Sorry. I'm so sorry. It's okay. Just a second. So, uh, it should be 2578, uh, 152, uh, ND Avenue Northeast. L- like that. We have a different address on file. It will be the one that- Yeah. ... you put in your application. Maybe- Oh. ... it's old. Okay. So I'm gonna do the old address. Um, 14500 Northeast, uh, 29TH Place, Bellevue, Washington. Yes, sir. And I have the phone number as 360-441-6617. Yes. And for the purpose of my line being recorded, you said that you would like to cancel the health insurance with Verstella Peristaffing, correct? Yes. All right. I have put in the request for the cancellations. Cancellations do take seven to ten business days, so you may have one or two more deductions while it's being completed. Sounds good. Was there anything else- Okay. Thanks so much. ... I could assist you with today? Uh, that's it. Hope you have a wonderful rest of your day, and thank you for giving us a call today. Thank you so much. Have a good day. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Beniff & Turner, my name is Francesca. How can I assist you today?

Speaker speaker_1: Hello. My name is Pavel Dmitriyev and I'm calling you, to you, uh, with the cancellation of my medical insurance policy, uh, with the Verstella Group.

Speaker speaker_0: What are the last four of the social?

Speaker speaker_1: Uh, 4244.

Speaker speaker_0: And you said Tella Group or Verstella Group? I'm sorry.

Speaker speaker_1: Uh, it's gonna be Tella Group.

Speaker speaker_0: Okay. Is the Verstella a Tella Service Staffing company?

Speaker speaker_1: Yes. Exactly.

Speaker speaker_0: Please verify your mailing address and date of birth.

Speaker speaker_1: Uh, my email address pdmitriyev, um, and my, um, 615, sorry. Uh, and my date of birth, May 7th, 2001.

Speaker speaker_0: Yes, sir. I asked for your mailing address where you get your actual mail delivered.

Speaker speaker_1: Uh, sorry, can you say again?

Speaker speaker_0: Yes, sir. Your mailing address where you get your mail delivered to. Like your home address.

Speaker speaker_1: Uh. I mean, I mean my mail address, m- my, mail, yes. Because I, I don't, I don't know how to say, uh, how to spell to you, like, the last words, gmail.com. Like that?

Speaker speaker_0: No, sir. You're giving me an email. I'm asking for a mailing address, a home address-

Speaker speaker_1: Oh, sorry, sorry.

Speaker speaker_0: ... where you get cards, letters and packages delivered to.

Speaker speaker_1: Yeah, I got it. Sorry. I'm so sorry.

Speaker speaker_0: It's okay.

Speaker speaker_1: Just a second. So, uh, it should be 2578, uh, 152, uh, ND Avenue Northeast. L- like that.

Speaker speaker_0: We have a different address on file. It will be the one that-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... you put in your application. Maybe-

Speaker speaker_1: Oh.

Speaker speaker_0: ... it's old.

Speaker speaker_1: Okay. So I'm gonna do the old address. Um, 14500 Northeast, uh, 29TH Place, Bellevue, Washington.

Speaker speaker_0: Yes, sir. And I have the phone number as 360-441-6617.

Speaker speaker_1: Yes.

Speaker speaker_0: And for the purpose of my line being recorded, you said that you would like to cancel the health insurance with Verstella Peristaffing, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. I have put in the request for the cancellations. Cancellations do take seven to ten business days, so you may have one or two more deductions while it's being completed.

Speaker speaker_1: Sounds good.

Speaker speaker_0: Was there anything else-

Speaker speaker_1: Okay. Thanks so much.

Speaker speaker_0: ... I could assist you with today?

Speaker speaker_1: Uh, that's it.

Speaker speaker_0: Hope you have a wonderful rest of your day, and thank you for giving us a call today.

Speaker speaker_1: Thank you so much. Have a good day.

Speaker speaker_0: Bye-bye.