

Transcript: Francesca

Baez-6582944537034752-5356178933858304

Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hey, there, uh, my name is Darryl Hall. I was trying to, uh, cancel my, uh, insurance with the company. What staffing company are you with? Uh, GHG. No, sir, the staffing company. Say again? Your staffing company, sir. Yeah, J- GHD. Are you sure that's the name of the staffing company, sir? They're not on our list. I just got a email from you guys. I'm gonna assume they are. So we work with multiple different companies all around the whole country. Okay. But the list that I currently have does not have that name. It could very well be that you're confusing it either with your assignment- Oh, is it... Is it Norris Staffing, maybe? Yes, sir. We do work with them. Okay, that's- What are the last four of your Social? Last four is 4700. And the last name? Hall. H-A-L-L. Okay. And then lastly, to make sure I'm in the right account, can you please verify your mailing address and date of birth? Uh, 712... or 712 Cumberland Point Circle. And the city's in Mechanicsburg, uh, state PA. Uh, 1705055. And you said my birthday? Mm-hmm. January 2nd, 1985. I have your email down as dhall1285@yahoo.com. Correct. And currently, we do not have a good contact number for you. Will it be okay to put the one you're calling in today in the event we need to speak with you in the future? Of course it was. Okay. And then caller ID shows it as 717-557-9290, correct? Yes, ma'am. All right, and then the last portion will just be a verbal disclosure that today you're asking to cancel your current benefits with Norris Staffing group. Correct? Yes, ma'am. And you wanted a full policy, no plan left active? Say again? Yes, I was asking if you wanted me to cancel the full policy, all of the plans? Yes, ma'am. Okay. So I put in the request for the cancellations. Okay. Cancellations do take seven to ten business days to process. Okay. So you may see one to two more deductions while it's being completed. Makes sense. All right. Was there anything else besides from canceling the coverage that we can assist you with today? No, thank... Uh, no, thank you. You did a pretty good job. Thank you. Of course. It was my pleasure. I hope you have a wonderful rest of your day, and thank you for calling Benefits in a Card today. You as well. Thank you. Bye now. My pleasure. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hey, there, uh, my name is Darryl Hall. I was trying to, uh, cancel my, uh, insurance with the company.

Speaker speaker_0: What staffing company are you with?

Speaker speaker_1: Uh, GHG.

Speaker speaker_0: No, sir, the staffing company.

Speaker speaker_1: Say again?

Speaker speaker_0: Your staffing company, sir.

Speaker speaker_1: Yeah, J- GHD.

Speaker speaker_0: Are you sure that's the name of the staffing company, sir? They're not on our list.

Speaker speaker_1: I just got a email from you guys. I'm gonna assume they are.

Speaker speaker_0: So we work with multiple different companies all around the whole country.

Speaker speaker_1: Okay.

Speaker speaker_0: But the list that I currently have does not have that name. It could very well be that you're confusing it either with your assignment-

Speaker speaker_1: Oh, is it... Is it Norris Staffing, maybe?

Speaker speaker_0: Yes, sir. We do work with them.

Speaker speaker_1: Okay, that's-

Speaker speaker_0: What are the last four of your Social?

Speaker speaker_1: Last four is 4700.

Speaker speaker_0: And the last name?

Speaker speaker_1: Hall. H-A-L-L.

Speaker speaker_0: Okay. And then lastly, to make sure I'm in the right account, can you please verify your mailing address and date of birth?

Speaker speaker_1: Uh, 712... or 712 Cumberland Point Circle. And the city's in Mechanicsburg, uh, state PA. Uh, 1705055. And you said my birthday?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: January 2nd, 1985.

Speaker speaker_0: I have your email down as dhall1285@yahoo.com.

Speaker speaker_1: Correct.

Speaker speaker_0: And currently, we do not have a good contact number for you. Will it be okay to put the one you're calling in today in the event we need to speak with you in the future?

Speaker speaker_1: Of course it was.

Speaker speaker_0: Okay. And then caller ID shows it as 717-557-9290, correct?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right, and then the last portion will just be a verbal disclosure that today you're asking to cancel your current benefits with Norris Staffing group. Correct?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And you wanted a full policy, no plan left active?

Speaker speaker_1: Say again?

Speaker speaker_0: Yes, I was asking if you wanted me to cancel the full policy, all of the plans?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. So I put in the request for the cancellations.

Speaker speaker_1: Okay.

Speaker speaker_0: Cancellations do take seven to ten business days to process.

Speaker speaker_1: Okay.

Speaker speaker_0: So you may see one to two more deductions while it's being completed.

Speaker speaker_1: Makes sense.

Speaker speaker_0: All right. Was there anything else besides from canceling the coverage that we can assist you with today?

Speaker speaker_1: No, thank... Uh, no, thank you. You did a pretty good job. Thank you.

Speaker speaker_0: Of course. It was my pleasure. I hope you have a wonderful rest of your day, and thank you for calling Benefits in a Card today.

Speaker speaker_1: You as well. Thank you. Bye now.

Speaker speaker_0: My pleasure. Bye-bye.