

Transcript: Francesca

Baez-6625435005403136-5864476390113280

Full Transcript

Thank you for calling Benefit 10-0-4. My name is Francesca. How can I assist you today? Hello. Thank you for calling Benefit 10-0-4. My name is Francesca. How can I assist you today? Yeah. I was trying to call to cancel my, uh, 90-degree benefit for my work, 'cause I currently have CareSource so I don't need that. Sure thing, sir. What staffing company do you work with? Um, I go through Surge but I work through, uh, WCR. What are the last four of the social? 0808. What is the last name? Fouse. F-O-U-S-E. And first name is Steven. Good. Can you please verify your mailing address and date of birth? Yeah. Uh, 341 Stelton Road, Apartment 804, Union, Ohio 45385. We have a password number to reach you down as 937-971-9761? Yes. And the date of birth, please? 10/2/93. And we have your email down as first and last name 2024 at gmail.com? Yeah. And for the purpose of my line being recorded, you say that you would like to cancel your current benefits with Surge Staffing, correct? Yeah, 'cause I already got CareSource so I don't need it. We didn't... The request cancellation takes seven to 10 business days to process, so you may experience one or two more deductions while it's being completed. All right. Thank you. Of course. Was there anything else we can assist you with today? No, that was it. All right. I hope you have a wonderful rest of your day, and thank you for your time today. Yep. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit 10-0-4. My name is Francesca. How can I assist you today? Hello. Thank you for calling Benefit 10-0-4. My name is Francesca. How can I assist you today?

Speaker speaker_1: Yeah. I was trying to call to cancel my, uh, 90-degree benefit for my work, 'cause I currently have CareSource so I don't need that.

Speaker speaker_0: Sure thing, sir. What staffing company do you work with?

Speaker speaker_1: Um, I go through Surge but I work through, uh, WCR.

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

Speaker speaker_1: 0808.

Speaker speaker_0: What is the last name?

Speaker speaker_1: Fouse. F-O-U-S-E. And first name is Steven.

Speaker speaker_0: Good. Can you please verify your mailing address and date of birth?

Speaker speaker_1: Yeah. Uh, 341 Stelton Road, Apartment 804, Union, Ohio 45385.

Speaker speaker_0: We have a password number to reach you down as 937-971-9761?

Speaker speaker_1: Yes.

Speaker speaker_0: And the date of birth, please?

Speaker speaker_1: 10/2/93.

Speaker speaker_0: And we have your email down as first and last name 2024 at gmail.com?

Speaker speaker_1: Yeah.

Speaker speaker_0: And for the purpose of my line being recorded, you say that you would like to cancel your current benefits with Surge Staffing, correct?

Speaker speaker_1: Yeah, 'cause I already got CareSource so I don't need it.

Speaker speaker_0: We didn't... The request cancellation takes seven to 10 business days to process, so you may experience one or two more deductions while it's being completed.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: Of course. Was there anything else we can assist you with today?

Speaker speaker_1: No, that was it.

Speaker speaker_0: All right. I hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker_1: Yep. Bye.