

## **Transcript: Franchesca**

**Baez-4729418044588032-5034785991475200**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hi, Francesca. Uh, my name is Rodica and I'd like to cancel my dental, uh, uh, insurance. What staffing company do you work with? Uh. TRC. TRC. What are the last four of your Social? It's 305. Try to shorten it up. Uh... Six- Seven zero five. It'll be- I'm sorry, those are only three seven zero five. I need the last four. Six seven zero five. Ma'am, I apologize, who is that in the background? This is the holder of the insurance. My name is Gabriel Raileanu. I'm driving, that's why I left my wife to talk with... you. Okay, um, so Mr. Gabriel- Yes. ... while I'm only able to locate the account with her on the phone, I'm not able to process that cancellation. Is she able to hold the phone on speaker near you by any chance? Could you say again? I didn't understand very well. Yes, sir. I cannot cancel the benefits with her. I need to be verbally speaking with you. Okay. Can she hold the phone on speaker next to you? Okay. I'm, uh, I'm speaking at the phone right now. Okay. And what is that last name one more time, Mr. Gabriel? Raileanu R-A-I-L-E-A-N-U. Can you please verify the mailing address and date of birth? 702 Hillman Drive, Loganville, Georgia 20052. 10-18-1963. Phone number is 770-656-3652, with the email of gabriel\_ your last name @hotmail.com? Perfect. Correct. All right, and lastly, today you requested to cancel only the dental benefits with TRC, keeping your vision and medical plan for yourself and spouse. Is this correct? This is correct. All right, so that will be \$78.44 per paycheck. Do you authorize TRC Staffing to make those deductions for the vision and medical plan? Yes, I do. All right, so it's going to take seven to 10 business days for your cancellation to process, so both of you guys are still going to have one to two more weeks of dental benefits before it ends. Thank you very much. Really appreciate your help. You're welcome. I hope both of you have a great day and thank you for calling Benefits in a Card today. You too. Take care. Thank you. 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: Hi, Francesca. Uh, my name is Rodica and I'd like to cancel my dental, uh, uh, insurance.

Speaker speaker\_0: What staffing company do you work with?

Speaker speaker\_1: Uh.

Speaker speaker\_2: TRC.

Speaker speaker\_1: TRC.

Speaker speaker\_0: What are the last four of your Social?

Speaker speaker\_2: It's 305. Try to shorten it up.

Speaker speaker\_1: Uh...

Speaker speaker\_2: Six-

Speaker speaker\_1: Seven zero five.

Speaker speaker\_2: It'll be-

Speaker speaker\_0: I'm sorry, those are only three seven zero five. I need the last four.

Speaker speaker\_2: Six seven zero five.

Speaker speaker\_0: Ma'am, I apologize, who is that in the background?

Speaker speaker\_2: This is the holder of the insurance. My name is Gabriel Raileanu. I'm driving, that's why I left my wife to talk with... you.

Speaker speaker\_0: Okay, um, so Mr. Gabriel-

Speaker speaker\_2: Yes.

Speaker speaker\_0: ... while I'm only able to locate the account with her on the phone, I'm not able to process that cancellation. Is she able to hold the phone on speaker near you by any chance?

Speaker speaker\_2: Could you say again? I didn't understand very well.

Speaker speaker\_0: Yes, sir. I cannot cancel the benefits with her. I need to be verbally speaking with you.

Speaker speaker\_2: Okay.

Speaker speaker\_0: Can she hold the phone on speaker next to you?

Speaker speaker\_2: Okay. I'm, uh, I'm speaking at the phone right now.

Speaker speaker\_0: Okay. And what is that last name one more time, Mr. Gabriel?

Speaker speaker\_2: Raileanu R-A-I-L-E-A-N-U.

Speaker speaker\_0: Can you please verify the mailing address and date of birth?

Speaker speaker\_2: 702 Hillman Drive, Loganville, Georgia 20052. 10-18-1963.

Speaker speaker\_0: Phone number is 770-656-3652, with the email of gabriel\_ your last name @hotmail.com?

Speaker speaker\_2: Perfect. Correct.

Speaker speaker\_0: All right, and lastly, today you requested to cancel only the dental benefits with TRC, keeping your vision and medical plan for yourself and spouse. Is this correct?

Speaker speaker\_2: This is correct.

Speaker speaker\_0: All right, so that will be \$78.44 per paycheck. Do you authorize TRC Staffing to make those deductions for the vision and medical plan?

Speaker speaker\_2: Yes, I do.

Speaker speaker\_0: All right, so it's going to take seven to 10 business days for your cancellation to process, so both of you guys are still going to have one to two more weeks of dental benefits before it ends.

Speaker speaker\_2: Thank you very much. Really appreciate your help.

Speaker speaker\_0: You're welcome. I hope both of you have a great day and thank you for calling Benefits in a Card today.

Speaker speaker\_2: You too. Take care.

Speaker speaker\_0: Thank you. Bye-bye.