

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in the Car. My name is Francesca. How can I assist you today? Yes, I'm, uh, calling to cancel my, uh, insurance thing. What staffing company do you work with? Uh, Surge Staffing. One of the last four of your social and the last name. Edwards and 6778. Please verify your mailing address and date of birth to make sure I have located the correct account. Yes. Uh, it is joshualyleedwards73@gmail.com and my date of birth is 08/25/'93. Thank you, sir. Next with a mailing address, sir, the full mailing address. Uh, 1022 Tiffin Street. Sorry, need the full mailing address, if you wouldn't mind, please. Sorry, what was that? Yes, sir. I'm saying that I need the full mailing address, so I'm still missing city, state and zip code. Oh, uh, Bucyrus, Ohio 44820. I have that contact information as 419-835-2648. Yes. And for the purpose of my line being recorded, you state that you want to cancel current benefits with Surge Staffing, correct? Yes. Okay. So I've put in the request for the cancellations. Cancellations do take seven to 10 business days to process, so you may experience one or two more deductions while it's being completed. Okay, that's fine. All right. Anything else aside from processing that cancellation for you that we can assist you with today? Nope, that's all. Thank you for your time today. I hope you have a wonderful rest of your day. You too. Thank you. My pleasure. Goodbye.

Conversation Format

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

Speaker speaker_1: Yes, I'm, uh, calling to cancel my, uh, insurance thing.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: Uh, Surge Staffing.

Speaker speaker_0: One of the last four of your social and the last name.

Speaker speaker_1: Edwards and 6778.

Speaker speaker_0: Please verify your mailing address and date of birth to make sure I have located the correct account.

Speaker speaker_1: Yes. Uh, it is joshualyleedwards73@gmail.com and my date of birth is 08/25/'93.

Speaker speaker_0: Thank you, sir. Next with a mailing address, sir, the full mailing address.

Speaker speaker_1: Uh, 1022 Tiffin Street.

Speaker speaker_0: Sorry, need the full mailing address, if you wouldn't mind, please.

Speaker speaker_1: Sorry, what was that?

Speaker speaker_0: Yes, sir. I'm saying that I need the full mailing address, so I'm still missing city, state and zip code.

Speaker speaker_1: Oh, uh, Bucyrus, Ohio 44820.

Speaker speaker_0: I have that contact information as 419-835-2648.

Speaker speaker_1: Yes.

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

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So I've put in the request for the cancellations. Cancellations do take seven to 10 business days to process, so you may experience one or two more deductions while it's being completed.

Speaker speaker_1: Okay, that's fine.

Speaker speaker_0: All right. Anything else aside from processing that cancellation for you that we can assist you with today?

Speaker speaker_1: Nope, that's all.

Speaker speaker_0: Thank you for your time today. I hope you have a wonderful rest of your day.

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: My pleasure. Goodbye.