

Transcript: Franchesca

Baez-4786082982707200-6025495652384768

Full Transcript

Hello, can I-- Yes, who is this? Hi, my name is Rachel. Hello, yes, this is Rachel. I'm calling, um... Because, uh, I want to... My work said I had to call this number to cancel the subscription or whatever that's being taken out of my check. Um, I can check and see if you have health coverage with them. Yeah, they take like 15-something a week out of... And this is the number that they gave me, I don't know. What's the number again? I don't have no insurance. Um, it's, uh, search staffing at WCR, is the plate. And what are the last four of your Social? 2747. And lastly, your last name? Mason. Sonya Mason? Yes. To make sure I located the right account can you please verify your mailing address and date of birth, please? 452 Franklin Avenue, 91286, and it's Xenia, Ohio 45385. Sorry. Yeah. We have that phone number to reach you down as 193-799-3163. Uh, what is that? I'm sorry. 193-799-3163. What is that? The phone number on the account, ma'am. Uh, can you repeat it? I don't... 193-799-3163. Okay, let me... 199... Hold on. I can't hear it. Sorry. What did you say? Can you repeat it? Because I- 193-799-3163. ... 38. It's on the end. That's why I was like it wasn't long enough. If there's an eight on the end of it. Yeah, I'll switch to 138. And then we have your email at sonyabeth37@yahoo.com? It's sonyabeth. It's S-O-N-I-A B-E-T-H. Mm-hmm. 37@Yahoo.com. Okay. Ms. Mason, the \$15.16 you're calling to cancel is in fact a medical preventative plan that Search Auto enrolled you into per their company policy. Is this what you want me to cancel for you? Yeah, I don't need none of that. Okay. So then I just need the verbal disclosure that today you would like to cancel coverage with Search. That's due to you not wanting it, correct? Correct. Okay. So I started cancellation process. It does take seven to ten business days to process. So you're going to see one or two more deductions while it's being completed. Yeah, okay. And, um, exactly what is that for? Just for video medical? It does come with a virtual urgent care plan. Um, but it's mainly preventive services. That's basically what you get done to make sure your app's balanced. Like your physical, your screenings and immunizations. Oh, okay. Okay. Yes, cancel it. Understood. You're gonna see one or two more deductions while it's being finished. Okay. Was there anything else aside from processing the cancellation that we can assist you with today? Um, no, that's it. It was a pleasure assisting you. I hope you have a wonderful rest of your day. You too. Thank you.

Conversation Format

Speaker speaker_0: Hello, can I--

Speaker speaker_1: Yes, who is this?

Speaker speaker_0: Hi, my name is Rachel.

Speaker speaker_2: Hello, yes, this is Rachel.

Speaker speaker_0: I'm calling, um... Because, uh, I want to... My work said I had to call this number to cancel the subscription or whatever that's being taken out of my check.

Speaker speaker_1: Um, I can check and see if you have health coverage with them.

Speaker speaker_0: Yeah, they take like 15-something a week out of... And this is the number that they gave me, I don't know.

Speaker speaker_1: What's the number again?

Speaker speaker_0: I don't have no insurance. Um, it's, uh, search staffing at WCR, is the plate.

Speaker speaker_1: And what are the last four of your Social?

Speaker speaker_0: 2747.

Speaker speaker_1: And lastly, your last name?

Speaker speaker_0: Mason.

Speaker speaker_1: Sonya Mason?

Speaker speaker_0: Yes.

Speaker speaker_1: To make sure I located the right account can you please verify your mailing address and date of birth, please?

Speaker speaker_0: 452 Franklin Avenue, 91286, and it's Xenia, Ohio 45385. Sorry. Yeah.

Speaker speaker_1: We have that phone number to reach you down as 193-799-3163.

Speaker speaker_0: Uh, what is that? I'm sorry.

Speaker speaker_1: 193-799-3163.

Speaker speaker_0: What is that?

Speaker speaker_1: The phone number on the account, ma'am.

Speaker speaker_0: Uh, can you repeat it? I don't...

Speaker speaker_1: 193-799-3163.

Speaker speaker_0: Okay, let me... 199... Hold on. I can't hear it. Sorry. What did you say? Can you repeat it? Because I-

Speaker speaker_1: 193-799-3163.

Speaker speaker_0: ... 38. It's on the end. That's why I was like it wasn't long enough. If there's an eight on the end of it.

Speaker speaker_1: Yeah, I'll switch to 138. And then we have your email at sonyabeth37@yahoo.com?

Speaker speaker_0: It's sonyabeth. It's S-O-N-I-A B-E-T-H.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: 37@Yahoo.com.

Speaker speaker_1: Okay. Ms. Mason, the \$15.16 you're calling to cancel is in fact a medical preventative plan that Search Auto enrolled you into per their company policy. Is this what you want me to cancel for you?

Speaker speaker_0: Yeah, I don't need none of that.

Speaker speaker_1: Okay. So then I just need the verbal disclosure that today you would like to cancel coverage with Search. That's due to you not wanting it, correct?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay. So I started cancellation process. It does take seven to ten business days to process. So you're going to see one or two more deductions while it's being completed.

Speaker speaker_0: Yeah, okay. And, um, exactly what is that for? Just for video medical?

Speaker speaker_1: It does come with a virtual urgent care plan. Um, but it's mainly preventive services. That's basically what you get done to make sure your app's balanced. Like your physical, your screenings and immunizations.

Speaker speaker_0: Oh, okay. Okay. Yes, cancel it.

Speaker speaker_1: Understood. You're gonna see one or two more deductions while it's being finished.

Speaker speaker_0: Okay.

Speaker speaker_1: Was there anything else aside from processing the cancellation that we can assist you with today?

Speaker speaker_0: Um, no, that's it.

Speaker speaker_1: It was a pleasure assisting you. I hope you have a wonderful rest of your day.

Speaker speaker_0: You too. Thank you.