

Transcript: Francesca

Baez-4816917684731904-5797302925180928

Full Transcript

Welcome to Benefits in a Car. My name is Francesca. How can I assist you today? Hi. Yes. I was calling... Um, I recently, um, enrolled in this insurance. Um, and I was trying to see if I could opt... I was trying to opt out. I was trying to call to opt out of this. What staffing company do you work with? Uh, TRC Staffing. What are the last four of your Social and the last name to locate your account? Yes. The last name is going to be Freeman and the Social is going to be 633-488616. Okay. So we received a form that you had filled out on February 17th, um, from which when we called you, you stated... You wanted to be enrolled into the coverage. So you want me to cancel that enrollment that you currently have, the full thing, all three plans, which was two medicals and a dental? Yes. Understood. So with that being said, due to the line being recorded, you stated today you would like to cancel your benefits with TRC Staffing. Correct? Yes. All right. Mr. Freeman, I put in the request for the cancellations. Our cancellations do take seven to ten business days, so you might experience one or two more deductions, which will mean one or two more weeks of coverage. Okay. But the request was put in and, uh, it'll go into effect... *f* after seven to ten days' delay? Yes, sir. Yes, sir. So the soonest that it will cancel itself will be within those ten days, the longest that... I mean, seven days. The longest that it will take will be those ten days. Okay. And, um, will I get an email or anything in regards to this cancellation or it'll just do it everything on its own? Um, everything is done on the phone. If you wanted some type of confirmation sent to you, I can put in a request and it should be in your email within 24 to 48 hours. Yeah. If you could possibly, uh, do that for me, just so I can, uh, have it for my records. Of course. Um... All right. I went ahead and put in a request for it. So it should be there within that 24 to 48 business hours we discussed. Awesome. Thank you so much. Of course. My pleasure. Hope you have a wonderful rest of your day and thank you for giving us a call today. You as well. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Welcome to Benefits in a Car. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi. Yes. I was calling... Um, I recently, um, enrolled in this insurance. Um, and I was trying to see if I could opt... I was trying to opt out. I was trying to call to opt out of this.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: Uh, TRC Staffing.

Speaker speaker_0: What are the last four of your Social and the last name to locate your account?

Speaker speaker_1: Yes. The last name is going to be Freeman and the Social is going to be 633-488616.

Speaker speaker_0: Okay. So we received a form that you had filled out on February 17th, um, from which when we called you, you stated... You wanted to be enrolled into the coverage. So you want me to cancel that enrollment that you currently have, the full thing, all three plans, which was two medicals and a dental?

Speaker speaker_1: Yes.

Speaker speaker_0: Understood. So with that being said, due to the line being recorded, you stated today you would like to cancel your benefits with TRC Staffing. Correct?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. Mr. Freeman, I put in the request for the cancellations. Our cancellations do take seven to ten business days, so you might experience one or two more deductions, which will mean one or two more weeks of coverage.

Speaker speaker_1: Okay. But the request was put in and, uh, it'll go into effect... *f* after seven to ten days' delay?

Speaker speaker_0: Yes, sir. Yes, sir. So the soonest that it will cancel itself will be within those ten days, the longest that... I mean, seven days. The longest that it will take will be those ten days.

Speaker speaker_1: Okay. And, um, will I get an email or anything in regards to this cancellation or it'll just do it everything on its own?

Speaker speaker_0: Um, everything is done on the phone. If you wanted some type of confirmation sent to you, I can put in a request and it should be in your email within 24 to 48 hours.

Speaker speaker_1: Yeah. If you could possibly, uh, do that for me, just so I can, uh, have it for my records.

Speaker speaker_0: Of course. Um... All right. I went ahead and put in a request for it. So it should be there within that 24 to 48 business hours we discussed.

Speaker speaker_1: Awesome. Thank you so much.

Speaker speaker_0: Of course. My pleasure. Hope you have a wonderful rest of your day and thank you for giving us a call today.

Speaker speaker_1: You as well. Thank you.

Speaker speaker_0: Bye-bye.