

Transcript: Francesca

Baez-4901055211552768-6379484020785152

Full Transcript

Hi, my name is Francesca. How can I assist you today? Yeah, my name's Steven Parsley. I had, um... I just canceled out my insurance with you guys and, uh, I shouldn't have did that and I was gonna see if I could reinstate that. This was literally, like, just weeks ago. Okay. What are the last four of your Social? 4544. What is the staffing company that you work with? Uh, Surge. Please verify your mailing address and date of birth to make sure I have the right account in front of me. 87 Toton Street, London, Ohio. 11/11/76. We have a best phone number to reach you down as the 614-551-2001. Yeah, that's it. We have your email down as stevenparsley413@gmail.com. Yeah. All right. Yeah, I canceled it because they wouldn't cover my Suboxone but they would cover my other, my other ones I had and, um, then I realized that, that I- I- I- I kind of need it still. I see. And the only thing, sir, will be unfortunately you're not eligible for a reinstatement since you canceled the policy. The only times when you can reinstate the policy is if the policy cancel itself out. Are you serious? Yes, sir. I apologize for that inconvenience. All right, thank you. No problem, sir, I hope you're...

Conversation Format

Speaker speaker_0: Hi, my name is Francesca. How can I assist you today?

Speaker speaker_1: Yeah, my name's Steven Parsley. I had, um... I just canceled out my insurance with you guys and, uh, I shouldn't have did that and I was gonna see if I could reinstate that. This was literally, like, just weeks ago.

Speaker speaker_0: Okay. What are the last four of your Social?

Speaker speaker_1: 4544.

Speaker speaker_0: What is the staffing company that you work with?

Speaker speaker_1: Uh, Surge.

Speaker speaker_0: Please verify your mailing address and date of birth to make sure I have the right account in front of me.

Speaker speaker_1: 87 Toton Street, London, Ohio. 11/11/76.

Speaker speaker_0: We have a best phone number to reach you down as the 614-551-2001.

Speaker speaker_1: Yeah, that's it.

Speaker speaker_0: We have your email down as stevenparsley413@gmail.com.

Speaker speaker_1: Yeah.

Speaker speaker_0: All right.

Speaker speaker_1: Yeah, I canceled it because they wouldn't cover my Suboxone but they would cover my other, my other ones I had and, um, then I realized that, that I- I- I- I kind of need it still.

Speaker speaker_0: I see. And the only thing, sir, will be unfortunately you're not eligible for a reinstatement since you canceled the policy. The only times when you can reinstate the policy is if the policy cancel itself out.

Speaker speaker_1: Are you serious?

Speaker speaker_0: Yes, sir. I apologize for that inconvenience.

Speaker speaker_1: All right, thank you.

Speaker speaker_0: No problem, sir, I hope you're...