

## **Transcript: Francesca**

**Baez-4922536661008384-4706671403384832**

### **Full Transcript**

Thank you for calling Benefits 10 o'clock. My name is Francesca. How can I assist you today? Uh, hello. My name is Ryan Mahal and I currently, uh, don't have, uh, insurance with you guys at my job, and I would love to cancel that. Understood. What are the last four of the social in the staffing company you're with, Mr. Mahal? Uh, it's 8202 and then, uh, what is it? Third, yeah. Okay. I'm sorry, sir, what was the name of the staffing company? Third Staffing. All right. Could you please verify your mailing address and date of birth to make sure I have the right account in front of me? Uh, 221 Euclid Avenue and what else? Your date of birth? Oh, 7/12/2004. I have best contact, same phone number you called on, 278-552-8959, with the email of staystrongllr22- Yes. ...at gmail.com. You said 2020. '22, sorry. 2022. Yeah, yeah, okay. All right. Yeah. All right. And then the last thing will be the verbal declaration that today you would like to cancel the services with Search Staffing for the insurance policy. Correct? Right. Yeah. Yeah. April the 2nd, I would like to cancel it now. Yeah. Okay. So today, April 2nd, a cancellation has been requested. Cancellations do take seven to 10 business days to process, so you might see one or two more deductions while it's being completed. I might see what? One or two more deductions while it's being completed, since it takes seven to 10 business days to process. Yeah. All right. I didn't even sign up for this shit. Like, all right.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits 10 o'clock. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Uh, hello. My name is Ryan Mahal and I currently, uh, don't have, uh, insurance with you guys at my job, and I would love to cancel that.

Speaker speaker\_0: Understood. What are the last four of the social in the staffing company you're with, Mr. Mahal?

Speaker speaker\_1: Uh, it's 8202 and then, uh, what is it? Third, yeah.

Speaker speaker\_0: Okay. I'm sorry, sir, what was the name of the staffing company?

Speaker speaker\_1: Third Staffing.

Speaker speaker\_0: All right. Could you please verify your mailing address and date of birth to make sure I have the right account in front of me?

Speaker speaker\_1: Uh, 221 Euclid Avenue and what else?

Speaker speaker\_0: Your date of birth?

Speaker speaker\_1: Oh, 7/12/2004.

Speaker speaker\_0: I have best contact, same phone number you called on, 278-552-8959, with the email of staystrongllr22-

Speaker speaker\_1: Yes.

Speaker speaker\_0: ...at gmail.com.

Speaker speaker\_1: You said 2020.

Speaker speaker\_0: '22, sorry.

Speaker speaker\_1: 2022. Yeah, yeah, okay. All right. Yeah.

Speaker speaker\_0: All right. And then the last thing will be the verbal declaration that today you would like to cancel the services with Search Staffing for the insurance policy. Correct?

Speaker speaker\_1: Right. Yeah. Yeah. April the 2nd, I would like to cancel it now. Yeah.

Speaker speaker\_0: Okay. So today, April 2nd, a cancellation has been requested. Cancellations do take seven to 10 business days to process, so you might see one or two more deductions while it's being completed.

Speaker speaker\_1: I might see what?

Speaker speaker\_0: One or two more deductions while it's being completed, since it takes seven to 10 business days to process.

Speaker speaker\_1: Yeah. All right. I didn't even sign up for this shit. Like, all right.