

Transcript: Francesca

Baez-4958006128459776-4714661737185280

Full Transcript

Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Hi. Hello, Francesca. Good morning. Uh, I was calling because I wanted to cancel my insurance, um- What staffing company- ... that we already had. Go ahead. Sorry, can you repeat that? Sorry. Yes, I apologize. What staffing company do you work with? Uh, for Surge Staffing. And what are the last four of your Social? 2597. Can you please verify your mailing address and date of birth to make sure I have the right account in front of me? Yes. Uh, 388 Pine Street, Philadelphia, Virginia 24089 or it could be 125, um, Blackberry Park Circle, 24055. Only have the first two numbers- Um, I just moved so I don't know which one. Okay. Um- And what is your date of birth? And hot... Date of birth is March 26th, 2001. I have the best contact down as 276-433-5365? Yes. Can I have your email down as your first name, then Monday, 76096@gmail.com? Yes. And for the purpose of the line being recorded, you say that you would like to cancel coverage with Surge Staffing, correct? Mm-hmm. Yes. Mm-hmm. So I put in the request already. Cancellations do take seven to ten business days to process through, so you may still see one or two more deductions whilst being completed. Okay. That sounds nice. Okay, is there anything else we can- Do I have to do anything else? No, ma'am. Okay. Okay. Then that will be it. Thank you. Of course. I hope you have a wonderful rest of your day and thank you for calling Benefits in a Car today. Thank you. You as well. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Hi. Hello, Francesca. Good morning. Uh, I was calling because I wanted to cancel my insurance, um-

Speaker speaker_0: What staffing company-

Speaker speaker_1: ... that we already had. Go ahead. Sorry, can you repeat that? Sorry.

Speaker speaker_0: Yes, I apologize. What staffing company do you work with?

Speaker speaker_1: Uh, for Surge Staffing.

Speaker speaker_0: And what are the last four of your Social?

Speaker speaker_1: 2597.

Speaker speaker_0: Can 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: Yes. Uh, 388 Pine Street, Philadelphia, Virginia 24089 or it could be 125, um, Blackberry Park Circle, 24055.

Speaker speaker_0: Only have the first two numbers-

Speaker speaker_1: Um, I just moved so I don't know which one. Okay. Um-

Speaker speaker_0: And what is your date of birth?

Speaker speaker_1: And hot... Date of birth is March 26th, 2001.

Speaker speaker_0: I have the best contact down as 276-433-5365?

Speaker speaker_1: Yes.

Speaker speaker_0: Can I have your email down as your first name, then Monday, 76096@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: And for the purpose of the line being recorded, you say that you would like to cancel coverage with Surge Staffing, correct? Mm-hmm.

Speaker speaker_1: Yes.

Speaker speaker_0: Mm-hmm. So I put in the request already. Cancellations do take seven to ten business days to process through, so you may still see one or two more deductions whilst being completed.

Speaker speaker_1: Okay. That sounds nice.

Speaker speaker_0: Okay, is there anything else we can-

Speaker speaker_1: Do I have to do anything else?

Speaker speaker_0: No, ma'am.

Speaker speaker_1: Okay. Okay. Then that will be it. Thank you.

Speaker speaker_0: Of course. I hope you have a wonderful rest of your day and thank you for calling Benefits in a Car today.

Speaker speaker_1: Thank you. You as well. Bye-bye.

Speaker speaker_0: Bye.