

Transcript: Francesca

Baez-4959444780662784-5544011291901952

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10 a- Call, my name is Francesca. How can I assist you today? Hi, um, I applied for government benefits through my employer and, um, they said I had 30 days to cancel it and today's probably the 30th day. Am I still able to cancel it? I'll have to take a look and see. Which housing company do you work with? Uh, DTC Workforce. What are the last four of your Social? 5944. And the last name? Quigg. Q-U-I-G-G. For security purposes, can you please verify your mailing address and date of birth? Yeah, it's 210 Lynn Drive, Mount Wolf, PA 17347. And the birth date's going to be 6/73. I have that phone number as 717-801-8688. Correct. Can I have an email down as first initial, last name, 210 at comcast.net? Correct. So yes, sir, you don't have any restrictions on this plan. You're able to still cancel it at any given time. Oh, okay. Yeah, I'd like to go ahead and cancel. I actually just got insurance through the VA so I'm not needing it. Understood. For the purpose of align being recorded, you say that you would like to cancel your current benefits with DTC, also known as Focus Workforce Management. Correct? Correct. All right. I've submitted for your cancellation. Please keep in mind, cancellations take seven to 10 business days to process through. There is a possibility of one to two more deductions which will also mean one to two more weeks of coverage. Okay. All right. Well, is there anything else we can assist you with today, sir? Nope, that'll be it. Thank you. My pleasure. I hope you have a wonderful rest of your day. Thank you for your time today. All right. You too. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits 10 a- Call, my name is Francesca. How can I assist you today?

Speaker speaker_2: Hi, um, I applied for government benefits through my employer and, um, they said I had 30 days to cancel it and today's probably the 30th day. Am I still able to cancel it?

Speaker speaker_1: I'll have to take a look and see. Which housing company do you work with?

Speaker speaker_2: Uh, DTC Workforce.

Speaker speaker_1: What are the last four of your Social?

Speaker speaker_2: 5944.

Speaker speaker_1: And the last name?

Speaker speaker_2: Quigg. Q-U-I-G-G.

Speaker speaker_1: For security purposes, can you please verify your mailing address and date of birth?

Speaker speaker_2: Yeah, it's 210 Lynn Drive, Mount Wolf, PA 17347. And the birth date's going to be 6/73.

Speaker speaker_1: I have that phone number as 717-801-8688.

Speaker speaker_2: Correct.

Speaker speaker_1: Can I have an email down as first initial, last name, 210 at comcast.net?

Speaker speaker_2: Correct.

Speaker speaker_1: So yes, sir, you don't have any restrictions on this plan. You're able to still cancel it at any given time.

Speaker speaker_2: Oh, okay. Yeah, I'd like to go ahead and cancel. I actually just got insurance through the VA so I'm not needing it.

Speaker speaker_1: Understood. For the purpose of align being recorded, you say that you would like to cancel your current benefits with DTC, also known as Focus Workforce Management. Correct?

Speaker speaker_2: Correct.

Speaker speaker_1: All right. I've submitted for your cancellation. Please keep in mind, cancellations take seven to 10 business days to process through. There is a possibility of one to two more deductions which will also mean one to two more weeks of coverage.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Well, is there anything else we can assist you with today, sir?

Speaker speaker_2: Nope, that'll be it. Thank you.

Speaker speaker_1: My pleasure. I hope you have a wonderful rest of your day. Thank you for your time today.

Speaker speaker_2: All right. You too.

Speaker speaker_1: Bye-bye.

Speaker speaker_2: Bye-bye.