

Transcript: Franchesca

Baez-5025678488944640-5922445480869888

Full Transcript

Hi, my name is Frances. May I assist you today with anything? Hi, you're speaking with Paul D. Gapper. I'd like to call and cancel my insurance that I never wanted to enroll in. I guess it's something you're automatically enroll in if you don't cancel within 30 days. So, I'd just like to cancel it, period. If I can get a refund that would be nice too 'cause I've never used it. Didn't even know it exists. Okay. Which staffing company do you work with? Integrity Staffing in Cresthill, Illinois. What are the last four of the Social? 3563. Please verify your mailing address and date of birth. Mailing address is 510 Main Street, Beltsville, Illinois, 61320. Date of birth is 04/29/1985, ma'am. Maybe we have an old address. We have a different address on file. 510 Main Street? Or you got 502 Main Street? No, sir. It's not any Main Street. It's on an avenue. Oh, Bicentennial Avenue. Sorry. Yes, sir. Do you remember the number of the home? Uh, yeah. I think it's like 2390. Let me see it. I can text her right now. I just moved there so... All right take your time. Yeah. I know it's apartment 4, 50th Apartment, 4 Bicentennial Ave. It's 23... All right. So I have a best contact as 331-253-9761. Yes. And I have the email down as your first and last name, 42985@gmail.com. Yes, I'm looking for the address right now. I'm gonna give it to you so I can get this canceled right now. I lost over \$100 out of my check for something I don't even know what you guys are and they took \$89 for dental, vision and some other stuff, and I'll never see it. So I appreciate your time. If you can just wait and I get you the address because this is, um, kind of devastating, so... What time are you guys open till? We're open till 8:00 PM Eastern Time. 8:00 PM Eastern Time. Okay, so you guys- Yes, sir. I'm trying to remember this. Is it 2340? No, sir. Bicentennial Ave. 'Cause I'm like, I can't... I just moved there and I gotta look at this. I'm on lunch break. Let me see it. So if you're not able to verify the address, you can do the full Social if you feel comfortable. Yes. 359743563. Okay. One second. Thank you, ma'am. Oh, I see what happened here. Yes, sir. I do see here that you have a pending enrollment that has been processed due to a court order for a policy of \$71.11. We won't be able to process a cancellation 'cause we would need a court-ordered termination letter to be able to do so. Okay.

Conversation Format

Speaker speaker_0: Hi, my name is Frances. May I assist you today with anything?

Speaker speaker_1: Hi, you're speaking with Paul D. Gapper. I'd like to call and cancel my insurance that I never wanted to enroll in. I guess it's something you're automatically enroll in if you don't cancel within 30 days. So, I'd just like to cancel it, period. If I can get a refund that

would be nice too 'cause I've never used it. Didn't even know it exists.

Speaker speaker_0: Okay. Which staffing company do you work with?

Speaker speaker_1: Integrity Staffing in Cresthill, Illinois.

Speaker speaker_0: What are the last four of the Social?

Speaker speaker_1: 3563.

Speaker speaker_0: Please verify your mailing address and date of birth.

Speaker speaker_1: Mailing address is 510 Main Street, Beltsville, Illinois, 61320. Date of birth is 04/29/1985, ma'am.

Speaker speaker_0: Maybe we have an old address. We have a different address on file.

Speaker speaker_1: 510 Main Street? Or you got 502 Main Street?

Speaker speaker_0: No, sir. It's not any Main Street. It's on an avenue.

Speaker speaker_1: Oh, Bicentennial Avenue. Sorry.

Speaker speaker_0: Yes, sir. Do you remember the number of the home?

Speaker speaker_1: Uh, yeah. I think it's like 2390. Let me see it. I can text her right now. I just moved there so...

Speaker speaker_0: All right take your time.

Speaker speaker_1: Yeah. I know it's apartment 4, 50th Apartment, 4 Bicentennial Ave. It's 23...

Speaker speaker_0: All right. So I have a best contact as 331-253-9761.

Speaker speaker_1: Yes.

Speaker speaker_0: And I have the email down as your first and last name, 42985@gmail.com.

Speaker speaker_1: Yes, I'm looking for the address right now. I'm gonna give it to you so I can get this canceled right now. I lost over \$100 out of my check for something I don't even know what you guys are and they took \$89 for dental, vision and some other stuff, and I'll never see it. So I appreciate your time. If you can just wait and I get you the address because this is, um, kind of devastating, so... What time are you guys open till?

Speaker speaker_0: We're open till 8:00 PM Eastern Time.

Speaker speaker_1: 8:00 PM Eastern Time. Okay, so you guys-

Speaker speaker_0: Yes, sir.

Speaker speaker_1: I'm trying to remember this. Is it 2340?

Speaker speaker_0: No, sir.

Speaker speaker_1: Bicentennial Ave. 'Cause I'm like, I can't... I just moved there and I gotta look at this. I'm on lunch break. Let me see it.

Speaker speaker_0: So if you're not able to verify the address, you can do the full Social if you feel comfortable.

Speaker speaker_1: Yes. 359743563.

Speaker speaker_0: Okay. One second.

Speaker speaker_1: Thank you, ma'am.

Speaker speaker_0: Oh, I see what happened here. Yes, sir. I do see here that you have a pending enrollment that has been processed due to a court order for a policy of \$71.11. We won't be able to process a cancellation 'cause we would need a court-ordered termination letter to be able to do so.

Speaker speaker_1: Okay.