

Transcript: Francesca

Baez-5153679689695232-4594131417481216

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. How can I help you? Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Yes. Uh, I recently was signed up for that insurance, and I never asked to be signed up for it. Uh, the place that I'm working for did that, uh, involuntarily. I never signed anything. I never, uh... Yeah, I, I, I don't want it. Uh, I don't even know if they've charged me. I just got the card the other day. Uh, I have insurance. Uh... So, I would like to discontinue that. Well, has said- what staffing company do you work with? Integrity Trade Services. May I please have the last four of your social and your last name to look at your account? 1720... And what e- What d- else did you say my name? Your last name. Hurd. H-U-R-D. For security purposes, as well as to make sure I'm in the right account, please verify your mailing address and date of birth for me, if you're so kind. 2016 Hospitality Way, Jeffersonville, Indiana, 47130. Uh, number 123... And what else did you say? Your date of birth, please? 10/3/1971. I have a best contact number down as 812-760-5362. Yes. And I have your email down as your first and last name, 8753@gmail.com. Yes. Okay. So the reason why you were enrolled into it is 'cause your staffing company has a company policy where they auto-enrolled and you hires into a medical preventative care plan. So that's why the enrollment was processed without you asking for it. But I can most definitely cancel it and take you out o- out of enrollment. Just for the purpose of the line being recorded, you stated you would like to cancel the current benefits with Integrity Trade Services, correct? Yes. All right. I put in the request for the cancellation. Please keep in mind, cancellations do take seven to 10 business days to process, so you might see one or two deductions while it's being completed out. Okay. Was there anything else we can assist you with today? No. I hope you have a wonderful rest of your day, and thank you for calling Benefits in a Car today. Thank you. No problem. So is that it? Do you need anything more from me? No, sir. You're all set. Okay. All right, bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Good morning.

Speaker speaker_2: How can I help you?

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

Speaker speaker_2: Yes. Uh, I recently was signed up for that insurance, and I never asked to be signed up for it. Uh, the place that I'm working for did that, uh, involuntarily. I never signed anything. I never, uh... Yeah, I, I, I don't want it. Uh, I don't even know if they've charged me. I just got the card the other day. Uh, I have insurance. Uh... So, I would like to discontinue that.

Speaker speaker_0: Well, has said- what staffing company do you work with?

Speaker speaker_2: Integrity Trade Services.

Speaker speaker_0: May I please have the last four of your social and your last name to look at your account?

Speaker speaker_2: 1720... And what e- What d- else did you say my name?

Speaker speaker_0: Your last name.

Speaker speaker_2: Hurd. H-U-R-D.

Speaker speaker_0: For security purposes, as well as to make sure I'm in the right account, please verify your mailing address and date of birth for me, if you're so kind.

Speaker speaker_2: 2016 Hospitality Way, Jeffersonville, Indiana, 47130. Uh, number 123... And what else did you say?

Speaker speaker_0: Your date of birth, please?

Speaker speaker_2: 10/3/1971.

Speaker speaker_0: I have a best contact number down as 812-760-5362.

Speaker speaker_2: Yes.

Speaker speaker_0: And I have your email down as your first and last name, 8753@gmail.com.

Speaker speaker_2: Yes.

Speaker speaker_0: Okay. So the reason why you were enrolled into it is 'cause your staffing company has a company policy where they auto-enrolled and you hires into a medical preventative care plan. So that's why the enrollment was processed without you asking for it. But I can most definitely cancel it and take you out o- out of enrollment. Just for the purpose of the line being recorded, you stated you would like to cancel the current benefits with Integrity Trade Services, correct?

Speaker speaker_2: Yes.

Speaker speaker_0: All right. I put in the request for the cancellation. Please keep in mind, cancellations do take seven to 10 business days to process, so you might see one or two deductions while it's being completed out.

Speaker speaker_2: Okay.

Speaker speaker_0: Was there anything else we can assist you with today?

Speaker speaker_2: No.

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

Speaker speaker_2: Thank you.

Speaker speaker_0: No problem.

Speaker speaker_2: So is that it? Do you need anything more from me?

Speaker speaker_0: No, sir. You're all set.

Speaker speaker_2: Okay. All right, bye.

Speaker speaker_0: Bye-bye.