

Transcript: Franchesca

Baez-5197207400136704-4816373891514368

Full Transcript

Thank you for calling today. Hello. How are you? Good. How are you today? Good, thank you. Um, I wanted to cancel the insurance. I, I didn't need to enroll in it. What staffing company do you work with? Um, Carlton Staffing. What is the last four of the SSN number? 4210. Please verify your mailing address and date of birth. Mailing address is 1902 Gardenia Drive, Houston, Texas 77018. May 26, '71. We have that phone number to reach you down as 832-274-5007. That is correct. We have your email down as b.mubirigi63@gmail.com. Uh, you have that as my email? Yes, ma'am. And what is it? B.mubirigi63@gmail.com. No, ma'am. It's micheLLEGGG- Do you wish to change it? Yes, ma'am. Okay, which one would you like to have? micheLLEGGG@gmail, M-I-C-H-E-L-L-E-G-G-G @gmail.com. You have requested for the purpose of this line being recorded. You stated today you would like to cancel your current benefits with Carlton Staffing. Correct? Yes. I'm going to put in the request for the cancellation. Please keep in mind cancellations do take seven to ten business days to process through. So you could experience one or two of the deductions while it's being finalized. Okay. Was there anything else aside from that cancellation we can assist you with today? Uh, no, ma'am. That was it. All right. Thank you so much for your time today as well as for allowing us to assist you. Okay, great. Thank you. My pleasure. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling today.

Speaker speaker_1: Hello. How are you?

Speaker speaker_0: Good. How are you today?

Speaker speaker_1: Good, thank you. Um, I wanted to cancel the insurance. I, I didn't need to enroll in it.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: Um, Carlton Staffing.

Speaker speaker_0: What is the last four of the SSN number?

Speaker speaker_1: 4210.

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

Speaker speaker_1: Mailing address is 1902 Gardenia Drive, Houston, Texas 77018. May 26, '71.

Speaker speaker_0: We have that phone number to reach you down as 832-274-5007.

Speaker speaker_1: That is correct.

Speaker speaker_0: We have your email down as b.mubirigi63@gmail.com.

Speaker speaker_1: Uh, you have that as my email?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: And what is it?

Speaker speaker_0: B.mubirigi63@gmail.com.

Speaker speaker_1: No, ma'am. It's micheLLEGGG-

Speaker speaker_0: Do you wish to change it?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay, which one would you like to have?

Speaker speaker_1: micheLLEGGG@gmail, M-I-C-H-E-L-L-E-G-G-G @gmail.com.

Speaker speaker_0: You have requested for the purpose of this line being recorded. You stated today you would like to cancel your current benefits with Carlton Staffing. Correct?

Speaker speaker_1: Yes.

Speaker speaker_0: I'm going to put in the request for the cancellation. Please keep in mind cancellations do take seven to ten business days to process through. So you could experience one or two of the deductions while it's being finalized.

Speaker speaker_1: Okay.

Speaker speaker_0: Was there anything else aside from that cancellation we can assist you with today?

Speaker speaker_1: Uh, no, ma'am. That was it.

Speaker speaker_0: All right. Thank you so much for your time today as well as for allowing us to assist you.

Speaker speaker_1: Okay, great. Thank you.

Speaker speaker_0: My pleasure. Bye-bye.

Speaker speaker_1: Bye-bye.