

Transcript: Francesca

Baez-5250066149228544-5802649024675840

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10 o'clock, my name is Francesca. How may I assist you today? Hi. I would like to cancel my benefits. What staffing company do you work with? Uh, Surge Staffing. What are the last four of your Social? Uh, 9152. And your last name, please? Uh, Barge. For security purposes, can you please verify your mailing address and your date of birth? Uh, 1086 Boswell Run Road. Um, date of birth is, uh, 5-22-1974. I have this phone number to reach you down as 740-912-6008. Yep. And we have your email down as first and last name number seven at gmail.com? Yep. And then just for security purposes, Ms. Barge, so you ha- stated today that you would like to cancel current benefits with Surge Staffing, correct? Yep. All right, so I put in the request. Um, please just keep in mind that our cancellations do take roughly seven to ten business days to canceled, so you might experience one or two more deductions. It should not be three, while it's being processed to complete it out. Okay. All right. Was there anything else besides from that that we can assist you with today? Nope. All right. I do hope you have a wonderful rest of your day. Thank you so much for your time today as well as for giving us a call. All right, 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 o'clock, my name is Francesca. How may I assist you today?

Speaker speaker_2: Hi. I would like to cancel my benefits.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: Uh, Surge Staffing.

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

Speaker speaker_2: Uh, 9152.

Speaker speaker_1: And your last name, please?

Speaker speaker_2: Uh, Barge.

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

Speaker speaker_2: Uh, 1086 Boswell Run Road. Um, date of birth is, uh, 5-22-1974.

Speaker speaker_1: I have this phone number to reach you down as 740-912-6008.

Speaker speaker_2: Yep.

Speaker speaker_1: And we have your email down as first and last name number seven at gmail.com?

Speaker speaker_2: Yep.

Speaker speaker_1: And then just for security purposes, Ms. Barge, so you ha- stated today that you would like to cancel current benefits with Surge Staffing, correct?

Speaker speaker_2: Yep.

Speaker speaker_1: All right, so I put in the request. Um, please just keep in mind that our cancellations do take roughly seven to ten business days to canceled, so you might experience one or two more deductions. It should not be three, while it's being processed to complete it out.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Was there anything else besides from that that we can assist you with today?

Speaker speaker_2: Nope.

Speaker speaker_1: All right. I do hope you have a wonderful rest of your day. Thank you so much for your time today as well as for giving us a call.

Speaker speaker_2: All right, bye.

Speaker speaker_1: Bye, bye.

Speaker speaker_2: Bye.