

Transcript: Franchesca

Baez-5347896737710080-6335315054215168

Full Transcript

Thank you for calling 300-555-7773. How can I assist you today? Uh, yes. I'd like to cancel my insurance. Which health ins-- company do you work with? Uh, MAU. What is the last four on your social? 1267. Last name, please. Squires. I'm sorry? Squires. You might have Kelly on there. I w- I got divorced. Oh, there we go. Okay, I missed it. Could you verify your mailing address in order for us to make sure I have the right account in front of me? Uh, 3102 Jennifer Court, Augusta, Georgia, 30906. And then you send my email? Yes, please. Um, juliesquires98@yahoo.com. I show the best phone number to reach you down as the same one that you're currently calling us on, 762-305-9755? Yes. I mean, 9577. Yes. Mm-hmm. And I have your email down as first and name and last name@yahoo.com? Yes. And lastly, there is the declaration that you're stating you would like to cancel your current benefits with MAU stopping. Yes. All right. I put in the request for the cancellation. Please keep in mind cancellation takes seven to ten business days to process through. So you might see one or two more deductions while it's being completed. Okay. All right. Was there anything else we can assist you with today? No, that's it. Thank you so much for calling today. I hope you have a wonderful rest of your day. You too. Thank you. No problem. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling 300-555-7773. How can I assist you today?

Speaker speaker_1: Uh, yes. I'd like to cancel my insurance.

Speaker speaker_0: Which health ins-- company do you work with?

Speaker speaker_1: Uh, MAU.

Speaker speaker_0: What is the last four on your social?

Speaker speaker_1: 1267.

Speaker speaker_0: Last name, please.

Speaker speaker_1: Squires.

Speaker speaker_0: I'm sorry?

Speaker speaker_1: Squires. You might have Kelly on there. I w- I got divorced.

Speaker speaker_0: Oh, there we go. Okay, I missed it. Could you verify your mailing address in order for us to make sure I have the right account in front of me?

Speaker speaker_1: Uh, 3102 Jennifer Court, Augusta, Georgia, 30906. And then you send my email?

Speaker speaker_0: Yes, please.

Speaker speaker_1: Um, juliesquires98@yahoo.com.

Speaker speaker_0: I show the best phone number to reach you down as the same one that you're currently calling us on, 762-305-9755?

Speaker speaker_1: Yes.

Speaker speaker_0: I mean, 9577.

Speaker speaker_1: Yes.

Speaker speaker_0: Mm-hmm. And I have your email down as first and name and last name@yahoo.com?

Speaker speaker_1: Yes.

Speaker speaker_0: And lastly, there is the declaration that you're stating you would like to cancel your current benefits with MAU stopping.

Speaker speaker_1: Yes.

Speaker speaker_0: All right. I put in the request for the cancellation. Please keep in mind cancellation takes seven to ten business days to process through. So you might see one or two more deductions while it's being completed.

Speaker speaker_1: Okay.

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

Speaker speaker_1: No, that's it.

Speaker speaker_0: Thank you so much for calling today. I hope you have a wonderful rest of your day.

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: No problem. Bye-bye.