

Transcript: Francesca

Baez-5431593148268544-6303377254957056

Full Transcript

Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today?
Hi, I was calling 'cause, um, I work at a golf course and I was getting, uh, health benefits and I was wondering if I could cancel that. Of course. Can you repeat the staffing company one more time? I'm sorry. I believe it's American Staff Corps. All right. And then can I have the last four of your social and your date of birth? I mean, and your last name? Sorry. Yes. My last name is Patterson and the last four numbers are 7918. 7918. Could you verify your mailing address and your home... I mean, and your date of birth? Okay. My date of birth is May 19th, 2004 and then my address is 14656 North 56 West Avenue. I have best contact, same as the one that you have called on, 918-695-9791 with the email of first name, last name@Gmail.com? Correct. So, Mr. Patterson, they did already went ahead and got into the process of enrollment. Okay. Now, I am going to go ahead and process that cancellation. I just need a verbal disclosure that today you are requesting to be taking off of auto-enrollment as well as canceling the benefits with American Staff Corp, correct? Yes. I just want the medical gone because it's like 1685 and I already have insurance through my parents, so. All right. So I put in for the request for the cancellation. Um, the only thing being is, cancellations take seven to ten business days, so you might have one or two deductions being taken out after today. Okay. But it should not be more than two. That sounds good. All right. And then the other thing, um, that I'm seeing here when I got into your account is the fact that your personal period, which is the time that you're eligible for enrollment, started last Friday. So you might receive for the next two to three weeks a couple more of those text messages, emails or automated calls. But you can ignore them. Okay, that's fine. All right, you are all set. Was there anything else I can assist you with today? That'll be all. Thank you. Of course, it was my pleasure. Hope you have a wonderful rest of your day and enjoy your weekend. You too. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Hi, I was calling 'cause, um, I work at a golf course and I was getting, uh, health benefits and I was wondering if I could cancel that.

Speaker speaker_0: Of course. Can you repeat the staffing company one more time? I'm sorry.

Speaker speaker_1: I believe it's American Staff Corps.

Speaker speaker_0: All right. And then can I have the last four of your social and your date of birth? I mean, and your last name? Sorry.

Speaker speaker_1: Yes. My last name is Patterson and the last four numbers are 7918.

Speaker speaker_0: 7918. Could you verify your mailing address and your home... I mean, and your date of birth?

Speaker speaker_1: Okay. My date of birth is May 19th, 2004 and then my address is 14656 North 56 West Avenue.

Speaker speaker_0: I have best contact, same as the one that you have called on, 918-695-9791 with the email of first name, last name@Gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: So, Mr. Patterson, they did already went ahead and got into the process of enrollment.

Speaker speaker_1: Okay.

Speaker speaker_0: Now, I am going to go ahead and process that cancellation. I just need a verbal disclosure that today you are requesting to be taking off of auto-enrollment as well as canceling the benefits with American Staff Corp, correct?

Speaker speaker_1: Yes. I just want the medical gone because it's like 1685 and I already have insurance through my parents, so.

Speaker speaker_0: All right. So I put in for the request for the cancellation. Um, the only thing being is, cancellations take seven to ten business days, so you might have one or two deductions being taken out after today.

Speaker speaker_1: Okay.

Speaker speaker_0: But it should not be more than two.

Speaker speaker_1: That sounds good.

Speaker speaker_0: All right. And then the other thing, um, that I'm seeing here when I got into your account is the fact that your personal period, which is the time that you're eligible for enrollment, started last Friday. So you might receive for the next two to three weeks a couple more of those text messages, emails or automated calls. But you can ignore them.

Speaker speaker_1: Okay, that's fine.

Speaker speaker_0: All right, you are all set. Was there anything else I can assist you with today?

Speaker speaker_1: That'll be all. Thank you.

Speaker speaker_0: Of course, it was my pleasure. Hope you have a wonderful rest of your day and enjoy your weekend.

Speaker speaker_1: You too.

Speaker speaker_0: Bye-bye.

Speaker speaker_1: Bye.