

## **Transcript: Francesca**

**Baez-5531105127219200-5758324231553024**

### **Full Transcript**

Thank you for calling Benefit. Should I go? My name is Francesca, how can I assist you today? Um, yes, I just want to make sure my, uh, subscription is canceled. I was on the phone with a lady, I don't know if she hung up after it was done or the phone cut off. The phone cut off. I just want to make sure my policy's canceled. What staffing company do you work with? Crown Staffing. What are the last four of the social? 5925 and it's Douglas Harding. All right, Mr. Harding, for verification purposes, can you verify your mailing address and date of birth please? It's 415 MacWalters Road, Shelbyville, Kentucky, 465 and my birthdate is 1/2/85. All right, we have contact information down as dougkharding85@gmail.com with the phone number of 763-0433. Yes, ma'am. Yes, sir, I do see here that she did in fact put that in cancellation. So it does take seven to 10 business days for our cancellations to process so you might see one or two more deductions. Okay. But it should not be more than two, so if you see a third one after today, give us a call 'cause we'll have to open an investigation. Okay. All right, thank you so much. You have a great day. Of course, you too. Have a great day. Uh-huh.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefit.

Speaker speaker\_1: Should I go?

Speaker speaker\_0: My name is Francesca, how can I assist you today?

Speaker speaker\_1: Um, yes, I just want to make sure my, uh, subscription is canceled. I was on the phone with a lady, I don't know if she hung up after it was done or the phone cut off. The phone cut off. I just want to make sure my policy's canceled.

Speaker speaker\_0: What staffing company do you work with?

Speaker speaker\_1: Crown Staffing.

Speaker speaker\_0: What are the last four of the social?

Speaker speaker\_1: 5925 and it's Douglas Harding.

Speaker speaker\_0: All right, Mr. Harding, for verification purposes, can you verify your mailing address and date of birth please?

Speaker speaker\_1: It's 415 MacWalters Road, Shelbyville, Kentucky, 465 and my birthdate is 1/2/85.

Speaker speaker\_0: All right, we have contact information down as doughtharding85@gmail.com with the phone number of 763-0433.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Yes, sir, I do see here that she did in fact put that in cancellation. So it does take seven to 10 business days for our cancellations to process so you might see one or two more deductions.

Speaker speaker\_1: Okay.

Speaker speaker\_0: But it should not be more than two, so if you see a third one after today, give us a call 'cause we'll have to open an investigation.

Speaker speaker\_1: Okay. All right, thank you so much. You have a great day.

Speaker speaker\_0: Of course, you too. Have a great day.

Speaker speaker\_1: Uh-huh.