

Transcript: Francesca

Baez-5531520871874560-4703970742419456

Full Transcript

Thank you for calling Benefits 10-A-Card. My name is Francesca. How can I assist you today? Hi. My name is Ted Mbodji and I'd like to opt out of my, um, insurance, please. What staffing company do you work with? Search Staffing. And what is the last four of your social? 9373. And could you repeat that last name one more time? I'm sorry. Mbodji. Hello? Yes. Yes, sir? It's Mbodji. Can you spell it for me? M-B-O-D-J-I. I think I found the account. Can you verify your mailing address and date of birth for me please? Birth is 05-20-1987. And what is your address? 673 Befner Drive, Mansfield. I have this phone number to contact, 513-726-8882. That is correct. And I have your email down as princessgaye7387@yahoo.com. That is correct. So your auto-enrollment is already active. Okay. What I'm going to do is cancel the policy instead, okay? All right. That works for me. Thank you so much. Of course. So I just need the verbal disclosure that today you would like to cancel your policy with Search Staffing, correct? Yes, ma'am. All right. So I put in the request for the cancellations. Our cancellations do take seven to ten business days, so you might experience one or two more deductions while it's being completed. But you should not see more than two after today. Okay. That works for me. Thank you. Of course. Have a great day and thank you so much for calling Benefits 10-A-Card today. Uh, you too. Bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10-A-Card. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi. My name is Ted Mbodji and I'd like to opt out of my, um, insurance, please.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: Search Staffing.

Speaker speaker_0: And what is the last four of your social?

Speaker speaker_1: 9373.

Speaker speaker_0: And could you repeat that last name one more time? I'm sorry.

Speaker speaker_1: Mbodji. Hello?

Speaker speaker_0: Yes. Yes, sir?

Speaker speaker_1: It's Mbodji.

Speaker speaker_0: Can you spell it for me?

Speaker speaker_1: M-B-O-D-J-I.

Speaker speaker_0: I think I found the account. Can you verify your mailing address and date of birth for me please?

Speaker speaker_1: Birth is 05-20-1987.

Speaker speaker_0: And what is your address?

Speaker speaker_1: 673 Befner Drive, Mansfield.

Speaker speaker_0: I have this phone number to contact, 513-726-8882.

Speaker speaker_1: That is correct.

Speaker speaker_0: And I have your email down as princessgay7387@yahoo.com.

Speaker speaker_1: That is correct.

Speaker speaker_0: So your auto-enrollment is already active.

Speaker speaker_1: Okay.

Speaker speaker_0: What I'm going to do is cancel the policy instead, okay?

Speaker speaker_1: All right. That works for me. Thank you so much.

Speaker speaker_0: Of course. So I just need the verbal disclosure that today you would like to cancel your policy with Search Staffing, correct?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right. So I put in the request for the cancellations. Our cancellations do take seven to ten business days, so you might experience one or two more deductions while it's being completed. But you should not see more than two after today.

Speaker speaker_1: Okay. That works for me. Thank you.

Speaker speaker_0: Of course. Have a great day and thank you so much for calling Benefits 10-A-Card today.

Speaker speaker_1: Uh, you too. Bye.

Speaker speaker_0: Bye.