

## **Transcript: Franchesca**

**Baez-5697902625734656-4793721144524800**

### **Full Transcript**

Thank you for calling USA TODAY. Say what? Yes. Sorry, man, sorry. Give me one second. I'm gonna... it's a little loud where I'm at. . All right, sorry about that. Are you still there? Yes, sir. Okay, cool. Um, I was given this number by my manager because we have, um, health insurance through the company that I work for. Um, I actually, uh, was able to get a plan through the, uh, health marketplace, so I need to cancel, uh, what I have through them for, uh, my, uh, company that I work for. What staffing company do you work with? Uh, it's called Surge. I have their group number if you need that. And what are the last four of your Social? Uh, three, five, eight, zero. And your last name, please? It's Worcester. It's going to be W-O-R-C-E-S-T-E-R. First name Steven? Yes, ma'am. Could you please verify your mailing address and date of birth to make sure I have the right account in front of me? Um... I don't know if they've updated it with you but there... It was like some Mt. Zion PO Box, the original one. And will I have a home address? It's, uh... That I have, um, 3910 Peaksville Road, Locust Grove, Georgia, 30248. Yes, sir. When is that date of birth? Uh, August 25th, 1995. I have Beth Contact, 470-294-4656, same as the one you called on. Uh, no, I need to change that number. Well, I mean, I guess that won't really matter since I'm canceling, right? Um- It's up to you. Well, you put down, uh, 470-630-5336. All right, and then, I have your email down as your first and last name at hotmail.com? Yes, ma'am. And for the purpose of this line being recorded, you stated you would like to cancel current benefits with Surge staffing, correct? Uh, yes, ma'am. All right, so I put in the request for the cancellation. Please keep in mind, cancellations take seven to ten business days to process, so you might still experience one or two more deductions while being completed. Okay, thank you. Of course. Was there anything else we can assist you with today? Uh, no. Can I just get, um, your, uh, your name and just, like, a reference number just in case there's any issues? I can, uh... When I... If I have to call back, I, um, can at least provide that? Sure thing, sir. I can also ask for them to send you a cancellation confirmation if you like. Uh, yeah, that'd be perfect. Okay, so it should take 24 to 48 hours to get to you- Okay. ... to the email that we have on file. All right, thank you so much. Of course. Hope you have a wonderful rest of your day, and thank you for your time today. You too.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling USA TODAY.

Speaker speaker\_1: Say what?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Sorry, man, sorry. Give me one second. I'm gonna... it's a little loud where I'm at. . All right, sorry about that. Are you still there?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Okay, cool. Um, I was given this number by my manager because we have, um, health insurance through the company that I work for. Um, I actually, uh, was able to get a plan through the, uh, health marketplace, so I need to cancel, uh, what I have through them for, uh, my, uh, company that I work for.

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

Speaker speaker\_1: Uh, it's called Surge. I have their group number if you need that.

Speaker speaker\_0: And what are the last four of your Social?

Speaker speaker\_1: Uh, three, five, eight, zero.

Speaker speaker\_0: And your last name, please?

Speaker speaker\_1: It's Worcester. It's going to be W-O-R-C-E-S-T-E-R.

Speaker speaker\_0: First name Steven?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Could you please verify your mailing address and date of birth to make sure I have the right account in front of me?

Speaker speaker\_1: Um... I don't know if they've updated it with you but there... It was like some Mt. Zion PO Box, the original one.

Speaker speaker\_0: And will I have a home address?

Speaker speaker\_1: It's, uh... That I have, um, 3910 Peaksville Road, Locust Grove, Georgia, 30248.

Speaker speaker\_0: Yes, sir. When is that date of birth?

Speaker speaker\_1: Uh, August 25th, 1995.

Speaker speaker\_0: I have Beth Contact, 470-294-4656, same as the one you called on.

Speaker speaker\_1: Uh, no, I need to change that number. Well, I mean, I guess that won't really matter since I'm canceling, right? Um-

Speaker speaker\_0: It's up to you.

Speaker speaker\_1: Well, you put down, uh, 470-630-5336.

Speaker speaker\_0: All right, and then, I have your email down as your first and last name at hotmail.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And for the purpose of this line being recorded, you stated you would like to cancel current benefits with Surge staffing, correct?

Speaker speaker\_1: Uh, yes, ma'am.

Speaker speaker\_0: All right, so I put in the request for the cancellation. Please keep in mind, cancellations take seven to ten business days to process, so you might still experience one or two more deductions while being completed.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: Of course. Was there anything else we can assist you with today?

Speaker speaker\_1: Uh, no. Can I just get, um, your, uh, your name and just, like, a reference number just in case there's any issues? I can, uh... When I... If I have to call back, I, um, can at least provide that?

Speaker speaker\_0: Sure thing, sir. I can also ask for them to send you a cancellation confirmation if you like.

Speaker speaker\_1: Uh, yeah, that'd be perfect.

Speaker speaker\_0: Okay, so it should take 24 to 48 hours to get to you-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... to the email that we have on file.

Speaker speaker\_1: All right, thank you so much.

Speaker speaker\_0: Of course. Hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker\_1: You too.