

Transcript: Francesca

Baez-5705160202338304-4991461460230144

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in No Crime. My name is Francesca. How can I assist you today? Good morning, Francesca. My name is Alexa Page Foster and I was calling to, um, cancel my benefits. What setting company do you work with? Um, Time Staffing. What are the last four of your Social? 9-6-1-1. And the last name, please? Foster. Could you please verify the mailing address and the date of birth? The mailing address is, um, 112 Princeton Avenue, Elyria, Ohio, 44035 and my date of birth is 12-27-1995. We have the best phone number to reach you down as 216-467-5105? Yes. I know you have your email down as first middle name last name@yahoo.com? Yes. And for the purpose of this line being recorded, you stated that you would like to cancel your benefits with Hammonton Riker Staffing, also known as t- Time Staffing, correct? Yes. All right. I put in the request for the cancellation. Please keep in mind that cancellations take seven to ten business days to process through. So there is a possibility you'll experience one to two more deductions while it's being finalized. Okay. Thank you. Of course. My pleasure. Was there anything else we can assist you with today? Um, so if it's one to two more deductions, will I still be... I guess, like if anything happens, will I still be able to use it until I, it's officially deducted or I'll have some type of confirmation when it's, um, done? No, ma'am. You're correct. So about one to two more deductions will mean that you will have bad service for one to two more weeks. Okay. So that... And then, will I get like a confirmation when it's, uh... Or like I'll just see it in my check that it's not being deducted anymore? Yes, ma'am. You'll see it in your check that you're not being deducted anymore. Okay. Thank you so much, Francesca. That was all I needed today. No problem. My pleasure. I hope you have a wonderful rest of your day and thank you for your time today. You too. Bye. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in No Crime. My name is Francesca. How can I assist you today?

Speaker speaker_2: Good morning, Francesca. My name is Alexa Page Foster and I was calling to, um, cancel my benefits.

Speaker speaker_1: What setting company do you work with?

Speaker speaker_2: Um, Time Staffing.

Speaker speaker_1: What are the last four of your Social?

Speaker speaker_2: 9-6-1-1.

Speaker speaker_1: And the last name, please?

Speaker speaker_2: Foster.

Speaker speaker_1: Could you please verify the mailing address and the date of birth?

Speaker speaker_2: The mailing address is, um, 112 Princeton Avenue, Elyria, Ohio, 44035 and my date of birth is 12-27-1995.

Speaker speaker_1: We have the best phone number to reach you down as 216-467-5105?

Speaker speaker_2: Yes.

Speaker speaker_1: I know you have your email down as first middle name last name@yahoo.com?

Speaker speaker_2: Yes.

Speaker speaker_1: And for the purpose of this line being recorded, you stated that you would like to cancel your benefits with Hammonton Riker Staffing, also known as t- Time Staffing, correct?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. I put in the request for the cancellation. Please keep in mind that cancellations take seven to ten business days to process through. So there is a possibility you'll experience one to two more deductions while it's being finalized.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: Of course. My pleasure. Was there anything else we can assist you with today?

Speaker speaker_2: Um, so if it's one to two more deductions, will I still be... I guess, like if anything happens, will I still be able to use it until I, it's officially deducted or I'll have some type of confirmation when it's, um, done?

Speaker speaker_1: No, ma'am. You're correct. So about one to two more deductions will mean that you will have bad service for one to two more weeks.

Speaker speaker_2: Okay. So that... And then, will I get like a confirmation when it's, uh... Or like I'll just see it in my check that it's not being deducted anymore?

Speaker speaker_1: Yes, ma'am. You'll see it in your check that you're not being deducted anymore.

Speaker speaker_2: Okay. Thank you so much, Francesca. That was all I needed today.

Speaker speaker_1: No problem. My pleasure. I hope you have a wonderful rest of your day and thank you for your time today.

Speaker speaker_2: You too. Bye.

Speaker speaker_1: Bye-bye.