

Transcript: Francesca

Baez-5846538756341760-4837987103588352

Full Transcript

... my name is Francesca. How can I assist you today? Hi. I wanted to make updates to my benefits. Okay. We can take a look and see if you're eligible. Which mapping company do you work with? TRC. What are the last four of your social? 2631. And lastly, your last name. H-U-D as in dog, S-O-N as in North. Please verify your mailing address and date of birth to make sure I have located the correct account. HudsonAdWorks@gmail.com. No, sir, your mailing address, home address- Oh. ... where you get your mail delivered. Sure, 174 Chester Avenue Southeast, unit 117, Atlanta, Georgia 30316. All right. And then the other thing was your date of birth, please. 09/08/94. I have that contact, the same as the one you called us on today, 404-375-9936. That is correct. And what type of change were you looking to make to the policy at the moment, sir? Um, to all policies. So as of right now, you have dental, vision, short-term disability, and a medical hospital indemnity plan, BIP Standard. Mm-hmm. So with the check, uh, that I just received, um, if I were to cancel everything, when would my, when would my coverage expire? It takes roughly seven to ten business days for the cancellations to process. So you will have one to two weeks of coverage depending on how many deductions you get after we put the process in. Okay. Uh, the reason for my call is because next week is the 27th. Yeah. Next week is the 27th. Um, I'd like to cancel... I'd, I'd like to cancel everything. Yeah. Understood. All right. And then just getting verbal authorization since the line is recorded. Today you requested to cancel your full policy with TRC Stopping, correct? That is correct. All right. So I put in that request, and it will take about seven to ten business days as discussed to complete that cancellation. So depending on how many more deductions you see will depend on how many more weeks of coverage you'll have. Okay. All right? That makes sense, yeah. But it should not be more than two after today. Okay. All right. Sounds good. Anything else I can assist you with today, Mr. Hudson? Nope, you've been wonderful. Thank you. Of course. It was my pleasure assisting you today. I hope you have a wonderful rest of your day. You as well. Take care. Thank you.

Conversation Format

Speaker speaker_0: ... my name is Francesca. How can I assist you today?

Speaker speaker_1: Hi. I wanted to make updates to my benefits.

Speaker speaker_0: Okay. We can take a look and see if you're eligible. Which mapping company do you work with?

Speaker speaker_1: TRC.

Speaker speaker_0: What are the last four of your social?

Speaker speaker_1: 2631.

Speaker speaker_0: And lastly, your last name.

Speaker speaker_1: H-U-D as in dog, S-O-N as in North.

Speaker speaker_0: Please verify your mailing address and date of birth to make sure I have located the correct account.

Speaker speaker_1: HudsonAdWorks@gmail.com.

Speaker speaker_0: No, sir, your mailing address, home address-

Speaker speaker_1: Oh.

Speaker speaker_0: ... where you get your mail delivered.

Speaker speaker_1: Sure, 174 Chester Avenue Southeast, unit 117, Atlanta, Georgia 30316.

Speaker speaker_0: All right. And then the other thing was your date of birth, please.

Speaker speaker_1: 09/08/94.

Speaker speaker_0: I have that contact, the same as the one you called us on today, 404-375-9936.

Speaker speaker_1: That is correct.

Speaker speaker_0: And what type of change were you looking to make to the policy at the moment, sir?

Speaker speaker_1: Um, to all policies.

Speaker speaker_0: So as of right now, you have dental, vision, short-term disability, and a medical hospital indemnity plan, BIP Standard.

Speaker speaker_1: Mm-hmm. So with the check, uh, that I just received, um, if I were to cancel everything, when would my, when would my coverage expire?

Speaker speaker_0: It takes roughly seven to ten business days for the cancellations to process. So you will have one to two weeks of coverage depending on how many deductions you get after we put the process in.

Speaker speaker_1: Okay. Uh, the reason for my call is because next week is the 27th. Yeah. Next week is the 27th. Um, I'd like to cancel... I'd, I'd like to cancel everything. Yeah.

Speaker speaker_0: Understood. All right. And then just getting verbal authorization since the line is recorded. Today you requested to cancel your full policy with TRC Stopping, correct?

Speaker speaker_1: That is correct.

Speaker speaker_0: All right. So I put in that request, and it will take about seven to ten business days as discussed to complete that cancellation. So depending on how many more deductions you see will depend on how many more weeks of coverage you'll have.

Speaker speaker_1: Okay.

Speaker speaker_0: All right?

Speaker speaker_1: That makes sense, yeah.

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

Speaker speaker_1: Okay.

Speaker speaker_0: All right.

Speaker speaker_1: Sounds good.

Speaker speaker_0: Anything else I can assist you with today, Mr. Hudson?

Speaker speaker_1: Nope, you've been wonderful. Thank you.

Speaker speaker_0: Of course. It was my pleasure assisting you today. I hope you have a wonderful rest of your day.

Speaker speaker_1: You as well. Take care.

Speaker speaker_0: Thank you.