

## **Transcript: Francesca**

**Baez-5901394293211136-6122847504613376**

### **Full Transcript**

Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Hey. Um, I need to talk to someone that can, um, cancel this 'cause I... Of course, sir. Which staffing company do you work with? It's, uh, Surge Staffing. What are the last four of your Social? 7556. Bear with me one moment while I wait for the system to load. Thank you. And what is the last name? Walker. Please verify your mailing address and your date of birth. So 3203 Wood Avenue, and my date of birth is 4/3/77. We have the best phone number to reach you down as 423-406-5258. Yeah, that's right. And I have your email down as jimmywalker535@gmail.com. Yep. That's correct. Let's see. So the reason why you have benefits is actually because we received a court order, so I won't be able to cancel this unless the court order sends a determination notice. Oh, okay. Okay, I appreciate it. Of course. Was there anything else we can assist you with today? No, that's it. All right. I hope you have a wonderful rest of your day, and thank you for your time today. Thanks. Bye bye. Mm-hmm. Bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Hey. Um, I need to talk to someone that can, um, cancel this 'cause I...

Speaker speaker\_0: Of course, sir. Which staffing company do you work with?

Speaker speaker\_1: It's, uh, Surge Staffing.

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

Speaker speaker\_1: 7556.

Speaker speaker\_0: Bear with me one moment while I wait for the system to load.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: And what is the last name?

Speaker speaker\_1: Walker.

Speaker speaker\_0: Please verify your mailing address and your date of birth.

Speaker speaker\_1: So 3203 Wood Avenue, and my date of birth is 4/3/77.

Speaker speaker\_0: We have the best phone number to reach you down as 423-406-5258.

Speaker speaker\_1: Yeah, that's right.

Speaker speaker\_0: And I have your email down as jimmywalker535@gmail.com.

Speaker speaker\_1: Yep. That's correct.

Speaker speaker\_0: Let's see. So the reason why you have benefits is actually because we received a court order, so I won't be able to cancel this unless the court order sends a determination notice.

Speaker speaker\_1: Oh, okay. Okay, I appreciate it.

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

Speaker speaker\_1: No, that's it.

Speaker speaker\_0: All right. I hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker\_1: Thanks. Bye bye.

Speaker speaker\_0: Mm-hmm. Bye.