

Transcript: Franchesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10-0- Carmen. associate today. Yes. I would like to, um, delete my benefits or deactivate. Okay. Your account is canceled coverage. Which staffing company do you work with? I'm sorry. Say that again? Um, yes. Ma'am. I was just clarifying. You're calling to cancel the coverage, correct? Yes. What staffing company do you work with? MAU. What are the last four of your Socials? 99312. And a last name, please? Hamilton. For security purposes, could you please verify your mailing address and date of birth for me? Yes. 126 ... Circle, Aiken, South Carolina, 29801, 12/17/82. Can I have the bus phone number to reach you down as 803-522-9379? Yes. And I have your email down as grace_your first name_1@Yahoo.com? Yes. And for the purpose of the line being recorded, you stated you would like to cancel the current benefits you have with MAU Staffing, correct? Yes. All right. Ms. Hamilton, I went ahead and put in that request. Just keep in mind, cancellations take seven to ten business days to process, so you might see one to two more deductions while it's completing out. Okay. Thank you. Of course. Was there anything else we can assist you with today? No, not at this time. All right. You ... Hope you have a wonderful rest of your day, and thank you for giving us a call today. You're welcome. 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 10-0- Carmen. associate today.

Speaker speaker_2: Yes. I would like to, um, delete my benefits or deactivate.

Speaker speaker_1: Okay. Your account is canceled coverage. Which staffing company do you work with?

Speaker speaker_2: I'm sorry. Say that again?

Speaker speaker_1: Um, yes. Ma'am. I was just clarifying. You're calling to cancel the coverage, correct?

Speaker speaker_2: Yes.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: MAU.

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

Speaker speaker_2: 99312.

Speaker speaker_1: And a last name, please?

Speaker speaker_2: Hamilton.

Speaker speaker_1: For security purposes, could you please verify your mailing address and date of birth for me?

Speaker speaker_2: Yes. 126 ... Circle, Aiken, South Carolina, 29801, 12/17/82.

Speaker speaker_1: Can I have the bus phone number to reach you down as 803-522-9379?

Speaker speaker_2: Yes.

Speaker speaker_1: And I have your email down as grace_your first name_1@Yahoo.com?

Speaker speaker_2: Yes.

Speaker speaker_1: And for the purpose of the line being recorded, you stated you would like to cancel the current benefits you have with MAU Staffing, correct?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. Ms. Hamilton, I went ahead and put in that request. Just keep in mind, cancellations take seven to ten business days to process, so you might see one to two more deductions while it's completing out.

Speaker speaker_2: Okay. Thank you.

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

Speaker speaker_2: No, not at this time.

Speaker speaker_1: All right. You ... Hope you have a wonderful rest of your day, and thank you for giving us a call today.

Speaker speaker_2: You're welcome.

Speaker speaker_1: Bye-bye.