

## **Transcript: Francesca**

**Baez-5963827014057984-6376752820305920**

### **Full Transcript**

Thank you for calling Benefits of... This is Francesca. How can I assist you today? Hey, Francesca. Um, yeah, I was just needing to... I, I need to cancel my policy 'cause, um, I just can't, I can't afford it right this minute. Um, I didn't realize I was signing up for the, uh, insurance at work like that. Um, they just had me sign some paperwork and I didn't realize what I was signing and they just raised my child support so I can't afford it right now. Understand. Let's take a look. What staffing company do you work with? Uh, Focus Workforce. And what are the last four of the social in your last name? Six, nine, one, three. And what is the last name? Money. All right. To make sure that I do locate the correct account, could you verify your mailing address with me and date of birth? Yes. It's, uh, 4880 State Route 121 South in Mayfield, Kentucky, 42066 and my birthday is, uh, 1/29/1980. I have best contact same as the one you called, 270-205-9636? Yes, ma'am. And I have your email down as mikeylastname42@icloud.com? Yes. Okay. And then for the purpose of my line being recorded, you stated you would like to cancel your current benefits with Focus Workforce Management. Correct? Yes, ma'am. All right. I put in the request for the cancellations. Our cancellations do take seven to ten business days to process so you might see one or two more deductions while being completed, which will also mean you'll have one or two more weeks of coverage. Okay. Okay. That'd be fine. Was there anything else that I can assist you with today? No, Francesca. You've been great. It was my pleasure. I hope you have a wonderful rest of your day. You too, Francesca. Thank you. Bye-bye. Bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits of... This is Francesca. How can I assist you today?

Speaker speaker\_1: Hey, Francesca. Um, yeah, I was just needing to... I, I need to cancel my policy 'cause, um, I just can't, I can't afford it right this minute. Um, I didn't realize I was signing up for the, uh, insurance at work like that. Um, they just had me sign some paperwork and I didn't realize what I was signing and they just raised my child support so I can't afford it right now.

Speaker speaker\_0: Understand. Let's take a look. What staffing company do you work with?

Speaker speaker\_1: Uh, Focus Workforce.

Speaker speaker\_0: And what are the last four of the social in your last name?

Speaker speaker\_1: Six, nine, one, three.

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

Speaker speaker\_1: Money.

Speaker speaker\_0: All right. To make sure that I do locate the correct account, could you verify your mailing address with me and date of birth?

Speaker speaker\_1: Yes. It's, uh, 4880 State Route 121 South in Mayfield, Kentucky, 42066 and my birthday is, uh, 1/29/1980.

Speaker speaker\_0: I have best contact same as the one you called, 270-205-9636?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And I have your email down as mikeylastname42@icloud.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. And then for the purpose of my line being recorded, you stated you would like to cancel your current benefits with Focus Workforce Management. Correct?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: All right. I put in the request for the cancellations. Our cancellations do take seven to ten business days to process so you might see one or two more deductions while being completed, which will also mean you'll have one or two more weeks of coverage.

Speaker speaker\_1: Okay. Okay. That'd be fine.

Speaker speaker\_0: Was there anything else that I can assist you with today?

Speaker speaker\_1: No, Francesca. You've been great.

Speaker speaker\_0: It was my pleasure. I hope you have a wonderful rest of your day.

Speaker speaker\_1: You too, Francesca.

Speaker speaker\_0: Thank you. Bye-bye.

Speaker speaker\_1: Bye.