

## **Transcript: Francesca**

**Baez-6068921953337344-6748010372579328**

### **Full Transcript**

Good morning. Thank you for calling Benefits ... at 10 o'clock. My name is Francesca. How can I assist you today? Hello there, I thought I would try to opt out of the, um, the health coverage for Surge. All right. What are the last four of your Social? 9262. And the last name? Eugene. Karen Eugene? Yes. All right. Could you verify the mailing address and date of birth for security purposes? Ooh, what's my edit... Um, okay. Uh, is it the one that starts with 2515? No, ma'am. Is it the one that starts with 600? Yes, ma'am. Okay. No, 'cause I just updated it in the computer. I'm sorry. 600 Main Street- Yep. Okay. ... Palmetto, Georgia 30268. And what is that date of birth? 3-28-1978. We have best contact, same phone number you called on, 404-931-1678, with your email of karen78eugene@gmail.com. Yes, that's correct. Oh, wow. Both your phone number have 78 in your date of birth. Hmm. I know. I'm doing good. All right, and then the last thing, Ms. Eugene, will be the verbal disclosure that today you would like to cancel the benefits with Surge Staffing, correct? Correct. All right. I put in the request for the cancellation. Cancellations do take seven to 10 business days to process, so you might experience one or two more deductions but it should not be three. Okay, thank you. Of course. Was there anything else we can assist you with today? Nope, that's all. I appreciate it. My pleasure. Have a great day. You, too.

### **Conversation Format**

Speaker speaker\_0: Good morning. Thank you for calling Benefits ... at 10 o'clock. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Hello there, I thought I would try to opt out of the, um, the health coverage for Surge.

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

Speaker speaker\_1: 9262.

Speaker speaker\_0: And the last name?

Speaker speaker\_1: Eugene.

Speaker speaker\_0: Karen Eugene?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. Could you verify the mailing address and date of birth for security purposes?

Speaker speaker\_1: Ooh, what's my edit... Um, okay. Uh, is it the one that starts with 2515?

Speaker speaker\_0: No, ma'am.

Speaker speaker\_1: Is it the one that starts with 600?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Okay. No, 'cause I just updated it in the computer. I'm sorry. 600 Main Street-

Speaker speaker\_0: Yep. Okay.

Speaker speaker\_1: ... Palmetto, Georgia 30268.

Speaker speaker\_0: And what is that date of birth?

Speaker speaker\_1: 3-28-1978.

Speaker speaker\_0: We have best contact, same phone number you called on, 404-931-1678, with your email of karen78eugene@gmail.com.

Speaker speaker\_1: Yes, that's correct.

Speaker speaker\_0: Oh, wow. Both your phone number have 78 in your date of birth. Hmm.

Speaker speaker\_1: I know. I'm doing good.

Speaker speaker\_0: All right, and then the last thing, Ms. Eugene, will be the verbal disclosure that today you would like to cancel the benefits with Surge Staffing, correct?

Speaker speaker\_1: Correct.

Speaker speaker\_0: All right. I put in the request for the cancellation. Cancellations do take seven to 10 business days to process, so you might experience one or two more deductions but it should not be three.

Speaker speaker\_1: Okay, thank you.

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

Speaker speaker\_1: Nope, that's all. I appreciate it.

Speaker speaker\_0: My pleasure. Have a great day.

Speaker speaker\_1: You, too.