

Transcript: Franchesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Hello. I wanted to cancel my card benefits. Um, when you say card benefits, is that due to the fact that you're calling Benefits in a Car? Like I have the benefits in the card and it takes like 15 bucks out of my check every week. Oh, okay. Um, so I was just- So that one actually... Okay. So that would actually be with your staffing company. We just administer those benefits. So that would be insurance I'm canceling, okay? Oh, okay. So I have to call the staffing company and they can cancel it for me? No, sir. It will be us since we're the ones that administer the benefits. I just wanted to let you know like to make sure you knew it wasn't benefits with Benefits in a Car that you're canceling. It's just regular insurance with your staffing company. Mm. Yes, sir. What are the last four of your Social and the last name so I can locate it, and what staffing company do you work with? Okay. Um, the last four of my Social are 0980. My last name is Flores-Herrera and, um, my staffing company is Carlton Staffing. You said the last four 0980? Yes. Did you just recently start working with them? Um, yeah. 'Cause we don't show a file in our system but if they're already making deductions it should be here. Um, well, so they haven't actually made a deduction yet but I got a text message this morning saying that they will start making deductions. Oh, okay. So currently it doesn't look- So I guess I'm not... What? I'm not in the system yet then since they haven't actually deducted anything yet? Yeah. So they haven't sent your information over to us yet, um, we don't have an account for you. So that leaves you with two options, Mr. Flores. We can either make an account, but we will need your full Social in order to decline coverage or you can give us a call back either Wednesday or Friday to see if we received your file by then. That way we only need the last four of your Social instead of the full number. So it's up to you. Um, okay. I think I'll call back probably on Thursday then, I think would be a good day. Uh, this is... We are open 8:00 AM to 8:00 PM Monday through Friday Eastern Time. Okay. All right. Thank you. Thank you for giving us a call. Hope you have a wonderful rest of your day. Thank you for your time today. All right. Bye-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 in a Car. My name is Francesca. How can I assist you today?

Speaker speaker_2: Hello. I wanted to cancel my card benefits.

Speaker speaker_1: Um, when you say card benefits, is that due to the fact that you're calling Benefits in a Car?

Speaker speaker_2: Like I have the benefits in the card and it takes like 15 bucks out of my check every week.

Speaker speaker_1: Oh, okay.

Speaker speaker_2: Um, so I was just-

Speaker speaker_1: So that one actually... Okay. So that would actually be with your staffing company. We just administer those benefits. So that would be insurance I'm canceling, okay?

Speaker speaker_2: Oh, okay. So I have to call the staffing company and they can cancel it for me?

Speaker speaker_1: No, sir. It will be us since we're the ones that administer the benefits. I just wanted to let you know like to make sure you knew it wasn't benefits with Benefits in a Car that you're canceling. It's just regular insurance with your staffing company.

Speaker speaker_2: Mm.

Speaker speaker_1: Yes, sir. What are the last four of your Social and the last name so I can locate it, and what staffing company do you work with?

Speaker speaker_2: Okay. Um, the last four of my Social are 0980. My last name is Flores-Herrera and, um, my staffing company is Carlton Staffing.

Speaker speaker_1: You said the last four 0980?

Speaker speaker_2: Yes.

Speaker speaker_1: Did you just recently start working with them?

Speaker speaker_2: Um, yeah.

Speaker speaker_1: 'Cause we don't show a file in our system but if they're already making deductions it should be here.

Speaker speaker_2: Um, well, so they haven't actually made a deduction yet but I got a text message this morning saying that they will start making deductions.

Speaker speaker_1: Oh, okay. So currently it doesn't look-

Speaker speaker_2: So I guess I'm not...

Speaker speaker_1: What?

Speaker speaker_2: I'm not in the system yet then since they haven't actually deducted anything yet?

Speaker speaker_1: Yeah. So they haven't sent your information over to us yet, um, we don't have an account for you. So that leaves you with two options, Mr. Flores. We can either make an account, but we will need your full Social in order to decline coverage or you can give us a

call back either Wednesday or Friday to see if we received your file by then. That way we only need the last four of your Social instead of the full number. So it's up to you.

Speaker speaker_2: Um, okay. I think I'll call back probably on Thursday then, I think would be a good day.

Speaker speaker_1: Uh, this is... We are open 8:00 AM to 8:00 PM Monday through Friday Eastern Time.

Speaker speaker_2: Okay. All right. Thank you.

Speaker speaker_1: Thank you for giving us a call. Hope you have a wonderful rest of your day. Thank you for your time today.

Speaker speaker_2: All right. Bye-bye.

Speaker speaker_1: Bye.