

Transcript: Francesca

Baez-6483200719241216-6057354342744064

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10-0-5. My name is Francesca. How can I assist you today? Hi. Um, I'm enrolled with some benefits with you guys f- um, from last year and I, um, I no longer need them, so I just wanted to cancel them before they, like, renew for this year. What staffing company do you work with? Um, MAU. Workforce Solutions. What is your social? Uh, 6101. And your last name? Jennings. All right. For security purposes, can you please verify your mailing address and date of birth? Yeah, it's 213 Old Grove Avenue, Moncks Corner, South Carolina 29461 and 7-12-93. And the best number to reach you then is 859-940-3093? Yep. That's it. Mm-hmm. And to the effect that the line is recorded, you stated you would like to cancel the current policy with MAU Staffing, correct? Yes, please. And that is all of the plans, right? Yes. All right. I've put in the request. Please keep in mind, cancellations do take seven to ten business days to process through. Okay. You may see one to two more deductions while it's being completed. Okay. Thank you. Of course. Was there anything else we can assist you with today? No. I think that was it. I hope you have a wonderful rest of your day. Thank you for your time today. Thank you. You, too. 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 10-0-5. My name is Francesca. How can I assist you today?

Speaker speaker_2: Hi. Um, I'm enrolled with some benefits with you guys f- um, from last year and I, um, I no longer need them, so I just wanted to cancel them before they, like, renew for this year.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: Um, MAU. Workforce Solutions.

Speaker speaker_1: What is your social?

Speaker speaker_2: Uh, 6101.

Speaker speaker_1: And your last name?

Speaker speaker_2: Jennings.

Speaker speaker_1: All right. For security purposes, can you please verify your mailing address and date of birth?

Speaker speaker_2: Yeah, it's 213 Old Grove Avenue, Moncks Corner, South Carolina 29461 and 7-12-93.

Speaker speaker_1: And the best number to reach you then is 859-940-3093?

Speaker speaker_2: Yep. That's it.

Speaker speaker_1: Mm-hmm. And to the effect that the line is recorded, you stated you would like to cancel the current policy with MAU Staffing, correct?

Speaker speaker_2: Yes, please.

Speaker speaker_1: And that is all of the plans, right?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. I've put in the request. Please keep in mind, cancellations do take seven to ten business days to process through.

Speaker speaker_2: Okay.

Speaker speaker_1: You may see one to two more deductions while it's being completed.

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. I think that was it.

Speaker speaker_1: I hope you have a wonderful rest of your day. Thank you for your time today.

Speaker speaker_2: Thank you. You, too. Bye.

Speaker speaker_1: Bye.