

## **Transcript: Franchesca**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits ... Okay. Hello? Yes, sir. How can I help you? Yeah, uh, I was told to call this number if I wanted to decline benefits with the Chipp agency. What staffing company do you work with? American Staff Corp. What is the last four of your Social? Seven, five, nine, nine. Please verify your mailing address and date of birth. My mailing address should be 1330, uh, Northwest 100th Street, and my, my birthday is 10/20/97. I have birth sign number 50... I mean, 405, sorry. 43735... 3959, sorry. Yeah, that's it. And then I have your email down. If I'm not mistaken, it will be your first name and then the letters ico@gmail.com? Yeah. That's it. Okay, so auto enrollment already took effect when they processed the enrollment, um, so rather than a declination, what I can do is cancel it if you currently don't want the benefit. Yeah, I don't. All right, and then just for the purpose of the line being recorded, you stated you would like to cancel your current benefits with American Staff Corp, correct? Yep. All right, so I put in for the process of a cancellation. They usually take seven to 10 business days to process through. So there is a possibility you'll experience one to two deductions. There should not be a third one. All right. Well, I appreciate it. No problem. Well, is there anything else we can assist you with today? Nope. Thank you. You have yourself a good day. Thank you. You too. Have a wonderful rest of your day, and thank you for calling Benefits ... on our card today. 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 ... Okay.

Speaker speaker\_2: Hello?

Speaker speaker\_1: Yes, sir. How can I help you?

Speaker speaker\_2: Yeah, uh, I was told to call this number if I wanted to decline benefits with the Chipp agency.

Speaker speaker\_1: What staffing company do you work with?

Speaker speaker\_2: American Staff Corp.

Speaker speaker\_1: What is the last four of your Social?

Speaker speaker\_2: Seven, five, nine, nine.

Speaker speaker\_1: Please verify your mailing address and date of birth.

Speaker speaker\_2: My mailing address should be 1330, uh, Northwest 100th Street, and my, my birthday is 10/20/97.

Speaker speaker\_1: I have birth sign number 50... I mean, 405, sorry. 43735... 3959, sorry.

Speaker speaker\_2: Yeah, that's it.

Speaker speaker\_1: And then I have your email down. If I'm not mistaken, it will be your first name and then the letters ico@gmail.com?

Speaker speaker\_2: Yeah. That's it.

Speaker speaker\_1: Okay, so auto enrollment already took effect when they processed the enrollment, um, so rather than a declination, what I can do is cancel it if you currently don't want the benefit.

Speaker speaker\_2: Yeah, I don't.

Speaker speaker\_1: All right, and then just for the purpose of the line being recorded, you stated you would like to cancel your current benefits with American Staff Corp, correct?

Speaker speaker\_2: Yep.

Speaker speaker\_1: All right, so I put in for the process of a cancellation. They usually take seven to 10 business days to process through. So there is a possibility you'll experience one to two deductions. There should not be a third one.

Speaker speaker\_2: All right. Well, I appreciate it.

Speaker speaker\_1: No problem. Well, is there anything else we can assist you with today?

Speaker speaker\_2: Nope. Thank you. You have yourself a good day.

Speaker speaker\_1: Thank you. You too. Have a wonderful rest of your day, and thank you for calling Benefits ... on our card today.

Speaker speaker\_2: Bye.