

Transcript: Francesca

Baez-6562992733863936-5418401934655488

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hey. Uh, I want to cancel my, like, you know, Benefits in a Card. I'm getting, uh, um, like, you know, uh, coverage, uh, from other means. Okay. So we don't offer benefits. We only administer them. So I'm gonna cancel the insurance with your staffing company, okay? Okay. What staffing company do you work with? Uh, Oxford International. And may I have the last four of your Social and last name to locate your account? Uh, 8128 is the last four of Social and, uh, Kota is the last name. K-O... T as in Tom, A as in apple. Could you please verify your mailing address and date of birth to make sure I'm on the right account at the moment? Yeah. It's, uh, 06/15/1974 is the date of birth. 2356 777 Road. It's in Canton, Michigan 48188. I have the best phone number to reach you down as 734-560-8029? Yeah. And lastly, I have your email as your first name and last name at gmail.com? Yeah. Mm-hmm. And for the purpose of the line being recorded, you said that you would like to cancel your current benefits with Oxford Global, correct? Yes. All right. I went ahead and put in the request. Please keep in mind that cancellations do take seven to ten business days to process through. So you could see one or two more deductions while your cancellation is being completed. Okay. All right. Was there anything else we can assist you with today? No. Thank you so much for your time today. I do hope you have a wonderful rest of your day. Thanks.

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 Card. My name is Francesca. How can I assist you today?

Speaker speaker_2: Hey. Uh, I want to cancel my, like, you know, Benefits in a Card. I'm getting, uh, um, like, you know, uh, coverage, uh, from other means.

Speaker speaker_1: Okay. So we don't offer benefits. We only administer them. So I'm gonna cancel the insurance with your staffing company, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: Uh, Oxford International.

Speaker speaker_1: And may I have the last four of your Social and last name to locate your account?

Speaker speaker_2: Uh, 8128 is the last four of Social and, uh, Kota is the last name. K-O... T as in Tom, A as in apple.

Speaker speaker_1: Could you please verify your mailing address and date of birth to make sure I'm on the right account at the moment?

Speaker speaker_2: Yeah. It's, uh, 06/15/1974 is the date of birth. 2356 777 Road. It's in Canton, Michigan 48188.

Speaker speaker_1: I have the best phone number to reach you down as 734-560-8029?

Speaker speaker_2: Yeah.

Speaker speaker_1: And lastly, I have your email as your first name and last name at gmail.com?

Speaker speaker_2: Yeah. Mm-hmm.

Speaker speaker_1: And for the purpose of the line being recorded, you said that you would like to cancel your current benefits with Oxford Global, correct?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. I went ahead and put in the request. Please keep in mind that cancellations do take seven to ten business days to process through. So you could see one or two more deductions while your cancellation is being completed.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Was there anything else we can assist you with today?

Speaker speaker_2: No.

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