

Transcript: Francesca

Baez-6577835143774208-5144724816183296

Full Transcript

Thank you for calling Benefits 10-0-4. My name is Francesca. How can I assist you today? Uh, yes, I was calling to, uh, talk some more insurance. What staffing company do you work with? MAU. All right. And then to locate your account, what are the last four of your Social and the last name? 4736, and the last name is-lindy. L-I-N-D-I. First name Antonio? Yes. Please verify your mailing address and date of birth to make sure I have the right account in front of me. Uh, date of birth, December 23rd, 2004. Mailing address, 17800 Park Pier Apartment 1004 La Grande 30240. So, the address that we have on file is, um, in La Grande Place, City... I mean, Park Place City, La Grande, but the number of the house is different. Maybe it's an old address? What- what number did I got? So, I can't verify that information to you. Due to the fact that this purpose of the verification is to make sure it is your account I'm on. It's not 1004? 1004? Yes, sir. That's the one that's on there right now. Did you need it to be- This is actually the first time. Oh, okay. Did you need it to be updated? Uh, no. I thought you were just saying it was wrong. Understood. No, I think they just didn't hear right the number that you provided. I apologize. And then what is the date of birth? December 23rd, 2004. I have best contact information since phone number you called on, 762-308-9240, with the email of 1Ktonio@gmail.com. Yes. And for the purpose of my line being recorded, you stated you would like to cancel the full policy you have with MAU. Is this correct? Yes. All right. So, I put in the request for the cancellations. Our cancellations do take seven to ten business days to process, so you might experience one or two more deductions while it's being completed. Okay. Thank you. Of course. Was there anything else that we can assist you with today? No. Have a great day, and thank you for your time today. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10-0-4. My name is Francesca. How can I assist you today?

Speaker speaker_1: Uh, yes, I was calling to, uh, talk some more insurance.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: MAU.

Speaker speaker_0: All right. And then to locate your account, what are the last four of your Social and the last name?

Speaker speaker_1: 4736, and the last name is-lindy. L-I-N-D-I.

Speaker speaker_0: First name Antonio?

Speaker speaker_1: Yes.

Speaker speaker_0: Please verify your mailing address and date of birth to make sure I have the right account in front of me.

Speaker speaker_1: Uh, date of birth, December 23rd, 2004. Mailing address, 17800 Park Pier Apartment 1004 La Grande 30240.

Speaker speaker_0: So, the address that we have on file is, um, in La Grande Place, City... I mean, Park Place City, La Grande, but the number of the house is different. Maybe it's an old address?

Speaker speaker_1: What- what number did I got?

Speaker speaker_0: So, I can't verify that information to you. Due to the fact that this purpose of the verification is to make sure it is your account I'm on.

Speaker speaker_1: It's not 1004? 1004?

Speaker speaker_0: Yes, sir. That's the one that's on there right now. Did you need it to be-

Speaker speaker_1: This is actually the first time.

Speaker speaker_0: Oh, okay. Did you need it to be updated?

Speaker speaker_1: Uh, no. I thought you were just saying it was wrong.

Speaker speaker_0: Understood. No, I think they just didn't hear right the number that you provided. I apologize. And then what is the date of birth?

Speaker speaker_1: December 23rd, 2004.

Speaker speaker_0: I have best contact information since phone number you called on, 762-308-9240, with the email of 1Ktonio@gmail.com.

Speaker speaker_1: Yes.

Speaker speaker_0: And for the purpose of my line being recorded, you stated you would like to cancel the full policy you have with MAU. Is this correct?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So, I put in the request for the cancellations. Our cancellations do take seven to ten business days to process, so you might experience one or two more deductions while it's being completed.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Of course. Was there anything else that we can assist you with today?

Speaker speaker_1: No.

Speaker speaker_0: Have a great day, and thank you for your time today.

Speaker speaker_1: You too.