

Transcript: Franchesca

Baez-6601215244812288-5005754616561664

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. Thank you for calling Benefits in a Card. My name is Francesca. How may I assist you today? Yeah, I was calling to... I want to opt out on the insurance that y'all were offer with the, um, the, um, the Carlton Staffing deal. Okay. So Benefits in a Card is the company that you called into, it's not the actual benefits. Okay. That would be arrears. But what is the staffing company you're with? Carlton Staffing. And what are the last four of your Social and the last name to locate your account? 9044. And what else did you ask for? Your last name. Uh, Mara... Maravilla. Well, Torres Maravilla but I think they have it under Torres. Terry Torres? Yes, ma'am. Yeah, they put it down as just Torres. Yeah. Yeah, yeah. And then can you verify your mailing address for me and date of birth, please? 7108 Avenue C, DC, Texas 77417. October 3rd, 1971. We have the best phone number to reach you down as 281-750-2016. Yes, ma'am. And lastly, I have your email down as terryvetto@yahoo.com. Yes, ma'am. And for the purpose of the line being recorded, you stated you would like to be opted out and cancel the enrollment into Benefits with Carlton Staffing? Yes. All right. Bear with me one moment. There we go. Okay, so I submitted the request for the cancellation. Please keep in mind that cancellations take seven to 10 business days to process through. Okay. So there is possibility you might experience one to two more deductions. Okay. If you haven't already while it's being completed out. Okay. All right. Well, is there anything else we can assist you with today? That'll be it. Hope you have a wonderful rest of your day. Thank you for calling Benefits in a Card today. Thank you. Okay, bye-bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Good morning. Thank you for calling Benefits in a Card. My name is Francesca. How may I assist you today?

Speaker speaker_2: Yeah, I was calling to... I want to opt out on the insurance that y'all were offer with the, um, the, um, the Carlton Staffing deal.

Speaker speaker_1: Okay. So Benefits in a Card is the company that you called into, it's not the actual benefits.

Speaker speaker_2: Okay.

Speaker speaker_1: That would be

Speaker speaker_3: arrears. But what is the staffing company you're with?

Speaker speaker_2: Carlton Staffing.

Speaker speaker_1: And what are the last four of your Social and the last name to locate your account?

Speaker speaker_2: 9044. And what else did you ask for?

Speaker speaker_1: Your last name.

Speaker speaker_2: Uh, Mara... Maravilla. Well, Torres Maravilla but I think they have it under Torres.

Speaker speaker_1: Terry Torres?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Yeah, they put it down as just Torres.

Speaker speaker_2: Yeah. Yeah, yeah.

Speaker speaker_1: And then can you verify your mailing address for me and date of birth, please?

Speaker speaker_2: 7108 Avenue C, DC, Texas 77417. October 3rd, 1971.

Speaker speaker_1: We have the best phone number to reach you down as 281-750-2016.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And lastly, I have your email down as terryvetto@yahoo.com.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And for the purpose of the line being recorded, you stated you would like to be opted out and cancel the enrollment into Benefits with Carlton Staffing?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. Bear with me one moment. There we go. Okay, so I submitted the request for the cancellation. Please keep in mind that cancellations take seven to 10 business days to process through.

Speaker speaker_2: Okay.

Speaker speaker_1: So there is possibility you might experience one to two more deductions.

Speaker speaker_2: Okay.

Speaker speaker_1: If you haven't already while it's being completed out.

Speaker speaker_2: Okay.

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

Speaker speaker_2: That'll be it.

Speaker speaker_1: Hope you have a wonderful rest of your day. Thank you for calling Benefits in a Card today.

Speaker speaker_2: Thank you.

Speaker speaker_1: Okay, bye-bye. Bye.