

Transcript: Francesca

Baez-6631607681466368-5940442988593152

Full Transcript

Good morning. Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Hi there, Francesca. Um, my name's Earl Lucas. Um, I'm calling concerning an insurance policy that I had to carry on my daughter. It was quarter for the child support for me to carry that, but she has turned 19 now and the child support office, um... Do you guys have a fax number that I could get to have child support office send a, uh, a letter telling you that I don't need to carry insurance on her anymore so I can cancel that policy? Sure thing, sir. It's 877... This the fax number, correct? 877- 618. 618. 3674. 3674. Okay. And I just have to fax that information to you and you guys will receive it, right, from this number? Yes, sir. So once they fax that over, the front office will process it. Okay. It will take however, 24 to 48 hours after we receive the fax for the front office to process that court order cancellation or termination. Now do I, do I need to call back and make sure it's getting canceled or will you guys automatic- 'Cause they're just gonna send you information saying that I don't need to carry it anymore. That ain't necessarily telling you to stop the policy, you know what I mean? Mm-hmm. Um, so yeah, so once they- we receive it, there isn't a need for you to call in, um, for it to get processed- Okay. ... once we get it. But if you want to- Okay. ... you're more than welcome to call in to check on it. Okay. Well, thank you so much, hon. I appreciate your time and have a good day. Of course, it was a pleasure. I do hope you have a wonderful rest of your day today. Mm-hmm. Thank you. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Good morning. Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi there, Francesca. Um, my name's Earl Lucas. Um, I'm calling concerning an insurance policy that I had to carry on my daughter. It was quarter for the child support for me to carry that, but she has turned 19 now and the child support office, um... Do you guys have a fax number that I could get to have child support office send a, uh, a letter telling you that I don't need to carry insurance on her anymore so I can cancel that policy?

Speaker speaker_0: Sure thing, sir. It's 877...

Speaker speaker_1: This the fax number, correct? 877-

Speaker speaker_0: 618.

Speaker speaker_1: 618.

Speaker speaker_0: 3674.

Speaker speaker_1: 3674. Okay. And I just have to fax that information to you and you guys will receive it, right, from this number?

Speaker speaker_0: Yes, sir. So once they fax that over, the front office will process it.

Speaker speaker_1: Okay.

Speaker speaker_0: It will take however, 24 to 48 hours after we receive the fax for the front office to process that court order cancellation or termination.

Speaker speaker_1: Now do I, do I need to call back and make sure it's getting canceled or will you guys automatic- 'Cause they're just gonna send you information saying that I don't need to carry it anymore. That ain't necessarily telling you to stop the policy, you know what I mean?

Speaker speaker_0: Mm-hmm. Um, so yeah, so once they- we receive it, there isn't a need for you to call in, um, for it to get processed-

Speaker speaker_1: Okay.

Speaker speaker_0: ... once we get it. But if you want to-

Speaker speaker_1: Okay.

Speaker speaker_0: ... you're more than welcome to call in to check on it.

Speaker speaker_1: Okay. Well, thank you so much, hon. I appreciate your time and have a good day.

Speaker speaker_0: Of course, it was a pleasure. I do hope you have a wonderful rest of your day today.

Speaker speaker_1: Mm-hmm. Thank you. Bye-bye.

Speaker speaker_0: Bye-bye.