

Transcript: Franchesca

Baez-6638757109350400-5214110216142848

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Franchesca. How can I assist you today? Um, yes. I was calling to, um, to discontinue my medical, um, that's getting took out of my check every week, because I have my own, um, medical, medical insurance. Understood. And what is the staffing company that you work with? Carlson Staffing. And the last four of your Social and last name to locate your account, please? Repeat that again? Yes, ma'am. The last four of your Social as well as your last name to locate your account, please? 9478. All right. I'm still missing that last name, if you could, please. The, uh, my last name? Yes, ma'am. Sargent. Just verifying your mailing address and your date of birth to make sure I did locate the right account. 14219 Marina Bay Lane, Sugar Land, Texas 77598. Okay. I'm still missing the date of birth, please. 6/19/2000. We have best number to reach you down as 832-837-5399? Yes. And we have your email down as first and last name 2000 at gmail.com? Yes. jacqueline.sargent2000@gmail.com. And for the purposes of this line being recorded, you have stated you would like to cancel the current benefits with Carlson Staffing, correct? Yes. All right. So I put in the request for the cancellations. Please keep in mind that cancellations take seven to ten business days to process through. There's a possibility of you experiencing one to two more deductions while it's being processed. Thank you. My pleasure. I hope you have a wonderful rest of your day. Thank you for your time today. You too. Bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Franchesca. How can I assist you today?

Speaker speaker_2: Um, yes. I was calling to, um, to discontinue my medical, um, that's getting took out of my check every week, because I have my own, um, medical, medical insurance.

Speaker speaker_1: Understood. And what is the staffing company that you work with?

Speaker speaker_2: Carlson Staffing.

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

Speaker speaker_2: Repeat that again?

Speaker speaker_1: Yes, ma'am. The last four of your Social as well as your last name to locate your account, please?

Speaker speaker_2: 9478.

Speaker speaker_1: All right. I'm still missing that last name, if you could, please.

Speaker speaker_2: The, uh, my last name?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Sargent.

Speaker speaker_1: Just verifying your mailing address and your date of birth to make sure I did locate the right account.

Speaker speaker_2: 14219 Marina Bay Lane, Sugar Land, Texas 77598.

Speaker speaker_1: Okay. I'm still missing the date of birth, please.

Speaker speaker_2: 6/19/2000.

Speaker speaker_1: We have best number to reach you down as 832-837-5399?

Speaker speaker_2: Yes.

Speaker speaker_1: And we have your email down as first and last name 2000 at gmail.com?

Speaker speaker_2: Yes. jacqueline.sargent2000@gmail.com.

Speaker speaker_1: And for the purposes of this line being recorded, you have stated you would like to cancel the current benefits with Carlson Staffing, correct?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. So I put in the request for the cancellations. Please keep in mind that cancellations take seven to ten business days to process through. There's a possibility of you experiencing one to two more deductions while it's being processed.

Speaker speaker_2: Thank you.

Speaker speaker_1: My pleasure. I hope you have a wonderful rest of your day. Thank you for your time today.

Speaker speaker_2: You too. Bye.

Speaker speaker_1: Bye-bye.