

Transcript: Francesca

Baez-6657021514137600-4921033716711424

Full Transcript

Thank you for coming in. My name is Francesca Uh, hi. Hi, Francesca. I had some questions regarding my coverage. Can you list how many companies you work with? Uh, Creative Circle. And what are the last four of the Social? 3601. And the last name? Uh, it should be under Voss, V as in Victor, O-S-S. And what did you say the last four of the Social were? I'm sorry. 3601. Do you have any other last name? I'm not populating any account with that last name and last four of the Social. Rodic, R-O-D-I-C. Did you just recently start working with them? Nope, I've been, uh, I've been ha- this has been coming out of my paycheck every week for probably the last two years. Okay. Can I give you a phone number or my full Social or... Let's run it through the f- full Social to see if the system is able to locate the account. It's 386-80-3601. I've gotten married and divorced, so my name's changed a couple times, so. Hmm. Yeah, so the only account that we have that matches that full Social has you with the last name of Haines. Okay, that, yeah, that was my name when I first started working for Creative Circle. But is it still an active account? Um, can you verify the mailing address and date of birth to make sure it is the right one? Okay. 620 Orchard View Drive, Royal Oak, Michigan, 48073. And date of birth, you said? Mm-hmm. 9/14/73. I have test contact 248-219-6349. Yes, ma'am. And last thing is we have your email as hainesdm14@yahoo.com. Yes. Let's see. Yes, ma'am. It shows that this policy has been active. Okay. Um, who is the vision coverage through? MetLife. Okay. And who is the dental through? American Public Life. Okay. And if, um, if I wanted to cancel, um, do I need to call or email or do it online? You would just have to give us a call and we'll process the cancellation. Just keep in mind that they do take one to two weeks to process, 'cause it takes roughly seven to 10 business days for it to be completed. And you do have one or two deductions coming out while the process is being done. Okay, but I don't get that money back. That is correct. Okay. All right, um, I will probably be calling back to cancel shortly. Understood. Okay. Thank you. Bye-bye. Of course, have a great day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for coming in. My name is Francesca

Speaker speaker_1: Uh, hi. Hi, Francesca. I had some questions regarding my coverage.

Speaker speaker_0: Can you list how many companies you work with?

Speaker speaker_1: Uh, Creative Circle.

Speaker speaker_0: And what are the last four of the Social?

Speaker speaker_1: 3601.

Speaker speaker_0: And the last name?

Speaker speaker_1: Uh, it should be under Voss, V as in Victor, O-S-S.

Speaker speaker_0: And what did you say the last four of the Social were? I'm sorry.

Speaker speaker_1: 3601.

Speaker speaker_0: Do you have any other last name? I'm not populating any account with that last name and last four of the Social.

Speaker speaker_1: Rodic, R-O-D-I-C.

Speaker speaker_0: Did you just recently start working with them?

Speaker speaker_1: Nope, I've been, uh, I've been ha- this has been coming out of my paycheck every week for probably the last two years.

Speaker speaker_0: Okay.

Speaker speaker_1: Can I give you a phone number or my full Social or...

Speaker speaker_0: Let's run it through the f- full Social to see if the system is able to locate the account.

Speaker speaker_1: It's 386-80-3601. I've gotten married and divorced, so my name's changed a couple times, so.

Speaker speaker_0: Hmm. Yeah, so the only account that we have that matches that full Social has you with the last name of Haines.

Speaker speaker_1: Okay, that, yeah, that was my name when I first started working for Creative Circle. But is it still an active account?

Speaker speaker_0: Um, can you verify the mailing address and date of birth to make sure it is the right one?

Speaker speaker_1: Okay. 620 Orchard View Drive, Royal Oak, Michigan, 48073. And date of birth, you said?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: 9/14/73.

Speaker speaker_0: I have test contact 248-219-6349.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And last thing is we have your email as hainesdm14@yahoo.com.

Speaker speaker_1: Yes.

Speaker speaker_0: Let's see. Yes, ma'am. It shows that this policy has been active.

Speaker speaker_1: Okay. Um, who is the vision coverage through?

Speaker speaker_0: MetLife.

Speaker speaker_1: Okay. And who is the dental through?

Speaker speaker_0: American Public Life.

Speaker speaker_1: Okay. And if, um, if I wanted to cancel, um, do I need to call or email or do it online?

Speaker speaker_0: You would just have to give us a call and we'll process the cancellation. Just keep in mind that they do take one to two weeks to process, 'cause it takes roughly seven to 10 business days for it to be completed. And you do have one or two deductions coming out while the process is being done.

Speaker speaker_1: Okay, but I don't get that money back.

Speaker speaker_0: That is correct.

Speaker speaker_1: Okay. All right, um, I will probably be calling back to cancel shortly.

Speaker speaker_0: Understood.

Speaker speaker_1: Okay. Thank you. Bye-bye.

Speaker speaker_0: Of course, have a great day.

Speaker speaker_1: You too. Bye-bye.