Transcript: Franchesca Baez-6660725356150784-5977385724592128

Full Transcript

Hi, welcome to Benefits in a Card. My name is Francesca. How can I... Can I... Yes. I am needing, um, to cancel all of my insurance that I've got through you guys. Okay. What stopping company do you work with? TRC. What are the last four of your Social? 2461. And your last name, please? Miller. Rebecca Miller? Yes. Right. And then to make sure that I have located the correct account, can you please verify your mailing address for me and date of birth? 25 Young Street, Cartersville, Georgia 30120 and 11/13/1983. I have that phone number to reach you down as 478-283-8150. Uh, yep. That's right. And lastly, I have your email down as your first name, csessions@gmail.com. Yes. And for the purpose of this line being recorded, you stated today you would like to cancel your current benefits with TRC stopping, correct? Correct. Great. So I put in the request. All four of the plans that are currently active with TRC should cancel within one to two weeks. Um, all cancellations take that one to two weeks, so you might see one or two more deductions, which will mean you have one or two more weeks of coverage before it ends. I wish it could end immediately 'cause this is the worst insurance I've ever even... This is insane. But you, you can't do it immediately? Unfortunately, no, ma'am, because it has to cancel in our system, your carrier's system, and your stopping company's system, too. There's a total of four systems that it has to process. Okay. All right. I do apologize for those inconveniences. Was there anything else we can assist you with today? That's it. Thank you. It was my pleasure. I hope you have a wonderful rest of your day, and thank you for calling Benefits in a Card today. You too. Bye. Bye.

Conversation Format

Speaker speaker_0: Hi, welcome to Benefits in a Card. My name is Francesca. How can I... Can I...

Speaker speaker_1: Yes. I am needing, um, to cancel all of my insurance that I've got through you guys.

Speaker speaker_0: Okay. What stopping company do you work with?

Speaker speaker_1: TRC.

Speaker speaker_0: What are the last four of your Social?

Speaker speaker_1: 2461.

Speaker speaker_0: And your last name, please?

Speaker speaker_1: Miller.

Speaker speaker_0: Rebecca Miller?

Speaker speaker_1: Yes.

Speaker speaker_0: Right. And then to make sure that I have located the correct account, can you please verify your mailing address for me and date of birth?

Speaker speaker_1: 25 Young Street, Cartersville, Georgia 30120 and 11/13/1983.

Speaker speaker_0: I have that phone number to reach you down as 478-283-8150.

Speaker speaker_1: Uh, yep. That's right.

Speaker speaker_0: And lastly, I have your email down as your first name, csessions@gmail.com.

Speaker speaker_1: Yes.

Speaker speaker_0: And for the purpose of this line being recorded, you stated today you would like to cancel your current benefits with TRC stopping, correct?

Speaker speaker_1: Correct.

Speaker speaker_0: Great. So I put in the request. All four of the plans that are currently active with TRC should cancel within one to two weeks. Um, all cancellations take that one to two weeks, so you might see one or two more deductions, which will mean you have one or two more weeks of coverage before it ends.

Speaker speaker_1: I wish it could end immediately 'cause this is the worst insurance I've ever even... This is insane. But you, you can't do it immediately?

Speaker speaker_0: Unfortunately, no, ma'am, because it has to cancel in our system, your carrier's system, and your stopping company's system, too. There's a total of four systems that it has to process.

Speaker speaker_1: Okay. All right.

Speaker speaker_0: I do apologize for those inconveniences. Was there anything else we can assist you with today?

Speaker speaker_1: That's it. Thank you.

Speaker speaker_0: It was my pleasure. I hope you have a wonderful rest of your day, and thank you for calling Benefits in a Card today.

Speaker speaker_1: You too. Bye.

Speaker speaker_0: Bye.