

## **Transcript: Francesca**

**Baez-6689115508523008-5041037856686080**

### **Full Transcript**

... day on the 20th. Your call may be monitored or recorded for quality assurance purposes. Is there an opportunity- Thank you for calling Benefits on Card. Hello. My name is Francesca. How can I assist you today? Hi. I need to cancel the insurance through, uh, WorkSmart. I'm not a Mm-hmm. ... a current employee, as I said. What are the last four of your social? I'm sorry? What are the last four digits of your Social Security number? 8553. And your last name, please? Newcomb, N-e-w-c-o-m-b. For security purposes, could you please verify your mailing address and your date of birth, please? 1258 Greater Hope Road, Martin, Georgia 30557, 53181. And currently we don't have a contact number for you. Is it okay to put the one you're calling on ending on 8233? Yes, ma'am. And the last thing we have your email down as first initial, last name, @gmail.com? Yes. All right. And then just for the purpose of this line being recorded, you stated today you would like to cancel your medical benefits with WorkSmart, correct? Yes. All right. So I put in the request for the cancellations. Cancellations do take seven to 10 business days to process through. You may experience one to two more deductions which will also mean one to two more weeks of coverage while your cancellation is being completed. Okay. Was there anything else we can assist you with today? Um, no, ma'am. Thank you very much. Of course. My pleasure. I hope you have a wonderful rest of your day and thank you for calling Benefits on our Card today. D- you too. Bye-bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: ... day on the 20th.

Speaker speaker\_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_0: Is there an opportunity-

Speaker speaker\_2: Thank you for calling Benefits on Card.

Speaker speaker\_0: Hello.

Speaker speaker\_2: My name is Francesca. How can I assist you today?

Speaker speaker\_0: Hi. I need to cancel the insurance through, uh, WorkSmart. I'm not a

Speaker speaker\_3: Mm-hmm.

Speaker speaker\_0: ... a current employee, as I said.

Speaker speaker\_2: What are the last four of your social?

Speaker speaker\_0: I'm sorry?

Speaker speaker\_2: What are the last four digits of your Social Security number?

Speaker speaker\_0: 8553.

Speaker speaker\_2: And your last name, please?

Speaker speaker\_0: Newcomb, N-e-w-c-o-m-b.

Speaker speaker\_2: For security purposes, could you please verify your mailing address and your date of birth, please?

Speaker speaker\_0: 1258 Greater Hope Road, Martin, Georgia 30557, 53181.

Speaker speaker\_2: And currently we don't have a contact number for you. Is it okay to put the one you're calling on ending on 8233?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_2: And the last thing we have your email down as first initial, last name, @gmail.com?

Speaker speaker\_0: Yes.

Speaker speaker\_2: All right. And then just for the purpose of this line being recorded, you stated today you would like to cancel your medical benefits with WorkSmart, correct?

Speaker speaker\_0: Yes.

Speaker speaker\_2: All right. So I put in the request for the cancellations. Cancellations do take seven to 10 business days to process through. You may experience one to two more deductions which will also mean one to two more weeks of coverage while your cancellation is being completed.

Speaker speaker\_0: Okay.

Speaker speaker\_2: Was there anything else we can assist you with today?

Speaker speaker\_0: Um, no, ma'am. Thank you very much.

Speaker speaker\_2: Of course. My pleasure. I hope you have a wonderful rest of your day and thank you for calling Benefits on our Card today.

Speaker speaker\_0: D- you too. Bye-bye.

Speaker speaker\_2: Bye-bye.