

## **Transcript: Francesca**

**Baez-6751242309124096-5028623402713088**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Um, yes, my name is Jada Washington. I work with The Resource. I was calling to cancel my insurance. Sure thing. What are the last four of your Social? 9087. I'm going to ask some questions to make sure I'm in the right account. Could you verify your mailing address and date of birth? 2119 New Walkerton Road. Can I have your city and state? Winston-Salem, North Carolina. Thank you. Winston-Salem, North Carolina. All right. And then your date of birth will be the last thing. 10-5-99. Do I have this phone number to call 404-822-9577? Yes, ma'am. And are you hearing that as first and last name, 791@yahoo.com? Yes. And for the purpose of our line being recorded, you stated you would like to cancel your current benefits with The Resource company? Yes. So would that mean they'll take it out tomorrow when they, uh, give me my money? Yes, ma'am. They'll still take it out because it takes seven to 10 business days to process a cancellation, so you might have one to two more deductions. So what will happen with that money? It's nonrefundable. Due to the fact that you decided to enroll into coverage, our cancellation process can't be expedited unfortunately. Okay. So you're still able to use the coverage during that one to two month deduction because that will mean one to two more weeks of coverage. Okay. Was there anything else ... from processing the cancellation that we can assist you with today? No. I hope you have a wonderful rest of your day, and thank you for calling Benefits in a Card today. Thank you.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker\_2: Um, yes, my name is Jada Washington. I work with The Resource. I was calling to cancel my insurance.

Speaker speaker\_1: Sure thing. What are the last four of your Social?

Speaker speaker\_2: 9087.

Speaker speaker\_1: I'm going to ask some questions to make sure I'm in the right account. Could you verify your mailing address and date of birth?

Speaker speaker\_2: 2119 New Walkerton Road.

Speaker speaker\_1: Can I have your city and state?

Speaker speaker\_2: Winston-Salem, North Carolina.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: Winston-Salem, North Carolina.

Speaker speaker\_1: All right. And then your date of birth will be the last thing.

Speaker speaker\_2: 10-5-99.

Speaker speaker\_1: Do I have this phone number to call 404-822-9577?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: And are you hearing that as first and last name, 791@yahoo.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And for the purpose of our line being recorded, you stated you would like to cancel your current benefits with The Resource company?

Speaker speaker\_2: Yes. So would that mean they'll take it out tomorrow when they, uh, give me my money?

Speaker speaker\_1: Yes, ma'am. They'll still take it out because it takes seven to 10 business days to process a cancellation, so you might have one to two more deductions.

Speaker speaker\_2: So what will happen with that money?

Speaker speaker\_1: It's nonrefundable. Due to the fact that you decided to enroll into coverage, our cancellation process can't be expedited unfortunately.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So you're still able to use the coverage during that one to two month deduction because that will mean one to two more weeks of coverage.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Was there anything else ... from processing the cancellation that we can assist you with today?

Speaker speaker\_2: No.

Speaker speaker\_1: I hope you have a wonderful rest of your day, and thank you for calling Benefits in a Card today.

Speaker speaker\_2: Thank you.