

Transcript: Chris Sofield

(deactivated)-5255428413800448-6653488251486208

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello? Hello. Thank you for calling Benefits and a Card. This is Chris. How can I help you today? Uh... This is Janice Freeman. I would like to cancel my card. Okay. What's that- My coverage. ... what agency do you work with? Uh... MAU. And the last four of your Social? Uh... 6941. Thank you. Ms. Freeman, could you verify your address and your date of birth for me please? Sure. It's 1891 Highway 82 West, Clarksville, Texas 75426. And date of birth is 5/2/52. Thank you. Phone number file we have is 903-249-8881. Is that correct? That's correct. Okay. All right. Let's see here. Okay. So as of today, the only policy I'd be able to drop would be the life insurance plan, um, as your medical and dental are under a restriction known as Section 125 that only allows cancellation during open enrollment. However, open enrollment starts next week on Monday, the 23rd. Um, so if you want- Oh, okay. Yeah. If you want to just do, like, cancel everything all at once, you can just give us a call back next Monday and, and do it then. I can c- I'll call you on the 23rd. All I want to do is just cancel, uh, my health insurance. You, you only want to drop the health insurance? You want to keep the dental and the life insurance? Yes. Okay. Yeah. You'll have to call back Monday to do that then. All right. Thank you very much, Chris. You're welcome. Thanks for calling. Bye now. Mm-hmm. Bye.

Conversation Format

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

Speaker speaker_1: Hello?

Speaker speaker_2: Hello. Thank you for calling Benefits and a Card. This is Chris. How can I help you today?

Speaker speaker_1: Uh... This is Janice Freeman. I would like to cancel my card.

Speaker speaker_2: Okay. What's that-

Speaker speaker_1: My coverage.

Speaker speaker_2: ... what agency do you work with?

Speaker speaker_1: Uh... MAU.

Speaker speaker_2: And the last four of your Social?

Speaker speaker_1: Uh... 6941.

Speaker speaker_2: Thank you. Ms. Freeman, could you verify your address and your date of birth for me please?

Speaker speaker_1: Sure. It's 1891 Highway 82 West, Clarksville, Texas 75426. And date of birth is 5/2/52.

Speaker speaker_2: Thank you. Phone number file we have is 903-249-8881. Is that correct?

Speaker speaker_1: That's correct.

Speaker speaker_2: Okay. All right. Let's see here. Okay. So as of today, the only policy I'd be able to drop would be the life insurance plan, um, as your medical and dental are under a restriction known as Section 125 that only allows cancellation during open enrollment. However, open enrollment starts next week on Monday, the 23rd. Um, so if you want-

Speaker speaker_1: Oh, okay.

Speaker speaker_2: Yeah. If you want to just do, like, cancel everything all at once, you can just give us a call back next Monday and, and do it then.

Speaker speaker_1: I can c- I'll call you on the 23rd. All I want to do is just cancel, uh, my health insurance.

Speaker speaker_2: You, you only want to drop the health insurance? You want to keep the dental and the life insurance?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay. Yeah. You'll have to call back Monday to do that then.

Speaker speaker_1: All right. Thank you very much, Chris.

Speaker speaker_2: You're welcome. Thanks for calling. Bye now.

Speaker speaker_1: Mm-hmm. Bye.