

## **Transcript: Chris Sofield (deactivated)-5345937047207936-5128013359398912**

### **Full Transcript**

Your call may be monitored ... Hey, it's Michaela. Sorry I missed your call. ... for the record of quality assurance purposes. Leave a message or send me a text. Thanks. Bye. Good afternoon. This message is for Kendall Mills. This is Chris with Benefits and a Card calling on behalf of American Staff Corps, returning a voicemail that you left with us on Friday, um, that, something regarding that you had declined American Staff Corp's automatic enrollment, but you were still enrolled. Uh, we did do some investigation, and it does look like that while you did access the online portal, the only thing that was done was that you had, um, confirmed your demographic information. It does not look like any declination was registered or entered in. Um, at this time, unfortunately, due to restrictions associated with the plan that American Staff Corps automatically enrolls you into, you are not eligible to cancel a policy under a restriction known as Section 125, which is an IRS regulation. You will have to wait until American Staff Corp's next open enrollment window, which is typically held in December, or you will have to have a qualifying life event, something like getting enrolled into another insurance company within the last 30 days. Um, if you have any s- if you have any further questions or need any further assistance, feel free to call us back. Our number is 800-497-4856. We are here Monday through Friday, 8:00 AM to 8:00 PM Eastern. Thank you. Have a wonderful day.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored ...

Speaker speaker\_1: Hey, it's Michaela. Sorry I missed your call.

Speaker speaker\_0: ... for the record of quality assurance purposes.

Speaker speaker\_1: Leave a message or send me a text. Thanks. Bye.

Speaker speaker\_2: Good afternoon. This message is for Kendall Mills. This is Chris with Benefits and a Card calling on behalf of American Staff Corps, returning a voicemail that you left with us on Friday, um, that, something regarding that you had declined American Staff Corp's automatic enrollment, but you were still enrolled. Uh, we did do some investigation, and it does look like that while you did access the online portal, the only thing that was done was that you had, um, confirmed your demographic information. It does not look like any declination was registered or entered in. Um, at this time, unfortunately, due to restrictions associated with the plan that American Staff Corps automatically enrolls you into, you are not eligible to cancel a policy under a restriction known as Section 125, which is an IRS

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