

## **Transcript: Franchesca**

**Baez-5438783108464640-6405681069473792**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes... And if it's been a crime of intent. Okay. Hello? Yes, sir. Uh, yes. Um, my name's Sean Dillard and I was wanting to cancel my coverage. What staffing company do you work with? Partners Personnel. What are the last four of your Social? 5563. And the last name, please? Dillard. Could you please verify your mailing address and date of birth to make sure I do have the right account? 589 Lundquist Drive, Spartanburg, South Carolina 29301. My date of birth is 10/12/71. I show the best phone number to reach you down as 864-662-8450? Yes. Can I show your email gone as dllsha@aol.com? Yes. So from your current coverage, the only thing that I'm able to cancel will be the short-term disability, the life insurance and the group accident, due to the fact that the vision, the dental and the medical are under Section 125, which is in IRS regulations. You can only make the changes or the cancellations if you have an open enrollment period, um, which already passed during the month of October last year, or if you have a personal one which only happens when you start a new assignment, or a qualified life event. So I'm unable to cancel those three plans at this moment, unfortunately. Okay. 'Cause I just recently, um, gotten new coverage. Okay. If you would like, I can send you a email for a Qualified Life Event submission to see if they will approve it since you have a different carrier that will approve for you to cancel those services. Okay. All right. It's gonna be titled QLE Submission and what you're going to reply back to that message is basically going to be a document where it is going to show the new policy effective day, which type of plans you will be getting with that carrier, as well as your first name being and last name being in there in that letter somewhere. Okay. All right. Now, aside from that, was there anything else that I can assist you with today? No, that was all. Thank you very much. Of course. And then, Mr. Dillard, double checking, do you want me to hold off canceling the group accident, short-term disability or life insurance until we hear back whether or not that QLE will be approved to cancel it all together? Or do you want me to start processing the cancellation of those three plans? Um... I guess you can wait there. Understood. All right. And then- Better safe than sorry. Understood. Um, and then I was gonna say, as soon as you submit the document, it will take 24 to 48 hours for the front office to process it through. And once they have an answer, I'll give you a call back, okay? Okay. Thank you. Thank you for your time and patience. I hope you have a wonderful rest of your day. You too. Bye-bye. Bye.

### **Conversation Format**

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

Speaker speaker\_1: And if it's been a crime of intent. Okay.

Speaker speaker\_2: Hello?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Uh, yes. Um, my name's Sean Dillard and I was wanting to cancel my coverage.

Speaker speaker\_1: What staffing company do you work with?

Speaker speaker\_2: Partners Personnel.

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

Speaker speaker\_2: 5563.

Speaker speaker\_1: And the last name, please?

Speaker speaker\_2: Dillard.

Speaker speaker\_1: Could you please verify your mailing address and date of birth to make sure I do have the right account?

Speaker speaker\_2: 589 Lundquist Drive, Spartanburg, South Carolina 29301. My date of birth is 10/12/71.

Speaker speaker\_1: I show the best phone number to reach you down as 864-662-8450?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Can I show your email gone as dllsha@aol.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: So from your current coverage, the only thing that I'm able to cancel will be the short-term disability, the life insurance and the group accident, due to the fact that the vision, the dental and the medical are under Section 125, which is in IRS regulations. You can only make the changes or the cancellations if you have an open enrollment period, um, which already passed during the month of October last year, or if you have a personal one which only happens when you start a new assignment, or a qualified life event. So I'm unable to cancel those three plans at this moment, unfortunately.

Speaker speaker\_2: Okay. 'Cause I just recently, um, gotten new coverage.

Speaker speaker\_1: Okay. If you would like, I can send you a email for a Qualified Life Event submission to see if they will approve it since you have a different carrier that will approve for you to cancel those services.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. It's gonna be titled QLE Submission and what you're going to reply back to that message is basically going to be a document where it is going to show the new policy effective day, which type of plans you will be getting with that carrier, as well as

your first name being and last name being in there in that letter somewhere.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. Now, aside from that, was there anything else that I can assist you with today?

Speaker speaker\_2: No, that was all. Thank you very much.

Speaker speaker\_1: Of course. And then, Mr. Dillard, double checking, do you want me to hold off canceling the group accident, short-term disability or life insurance until we hear back whether or not that QLE will be approved to cancel it all together? Or do you want me to start processing the cancellation of those three plans?

Speaker speaker\_2: Um... I guess you can wait there.

Speaker speaker\_1: Understood. All right. And then-

Speaker speaker\_2: Better safe than sorry.

Speaker speaker\_1: Understood. Um, and then I was gonna say, as soon as you submit the document, it will take 24 to 48 hours for the front office to process it through. And once they have an answer, I'll give you a call back, okay?

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: Thank you for your time and patience. I hope you have a wonderful rest of your day.

Speaker speaker\_2: You too. Bye-bye.

Speaker speaker\_1: Bye.