

Transcript: Francesca

Baez-5527748370448384-5288115015467008

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10-0-4. My name is Francesca. How can I assist you today? Hi, Francesca. This is Breesha Mitchell and I need to make changes on my, um, coverage election. Hmm. Okay, what staffing company do you work with? I'm sorry, say that one more time. What staffing company do you work with? It is, um, ATP. What are the last four of your Social? Three, one, seven, four. For security purposes, please verify your mailing address and date of birth. Yes, it's 5820 Murray Drive, Apartment E19, Hanahan, South Carolina 29410 and date of birth is 09/29/1996. I have the best phone number for contact down as 843-614-2920? Yes, ma'am, that's correct. And we have your email down as first initial last name 929 at yahoo.com? That's correct, yes, ma'am. And what type of change were you looking to make into your account? Um, for my, I just want to take off the medical part, um, and change to just get the free RX. Okay, let's see. But I want to still keep my dental and vision though. Okay. Um, now the only issue would be that that medical plan is under Section 125. They do have IRAs regulations as those funds are being taken out of your pay stub prior to tax deduction. But you're unable to make cancellations and changes unless you have a company open enrollment period, have a qualified life event or a personal enrollment period. Your company's coming up on next month, December, so at this moment, you'll have to wait till next month to be able to cancel that specific plan because your dental and vision are not under it, it's just that medical plan. Okay, gotcha. All right, let me see if we have that date yet. Okay, so it will be after December 9th. Okay. That will be when it starts, mm-hmm, to December 24th. So you have between those two days, I mean those, um, time frames. Let me see, that is roughly a week or two. Roughly a week 'cause it will start on a Thursday. Yes, so we'll give you two weeks in total to call in to cancel that plan. Okay, gotcha, so I'll just make a call on December 9th. Thank you. Thank you. I hope you have a wonderful rest of your day and thank you for calling Benefits 10-0-4 today. Thank you. Beep.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits 10-0-4. My name is Francesca. How can I assist you today?

Speaker speaker_2: Hi, Francesca. This is Breesha Mitchell and I need to make changes on my, um, coverage election.

Speaker speaker_1: Hmm. Okay, what staffing company do you work with?

Speaker speaker_2: I'm sorry, say that one more time.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: It is, um, ATP.

Speaker speaker_1: What are the last four of your Social?

Speaker speaker_2: Three, one, seven, four.

Speaker speaker_1: For security purposes, please verify your mailing address and date of birth.

Speaker speaker_2: Yes, it's 5820 Murray Drive, Apartment E19, Hanahan, South Carolina 29410 and date of birth is 09/29/1996.

Speaker speaker_1: I have the best phone number for contact down as 843-614-2920?

Speaker speaker_2: Yes, ma'am, that's correct.

Speaker speaker_1: And we have your email down as first initial last name 929 at yahoo.com?

Speaker speaker_2: That's correct, yes, ma'am.

Speaker speaker_1: And what type of change were you looking to make into your account?

Speaker speaker_2: Um, for my, I just want to take off the medical part, um, and change to just get the free RX.

Speaker speaker_1: Okay, let's see.

Speaker speaker_2: But I want to still keep my dental and vision though.

Speaker speaker_1: Okay. Um, now the only issue would be that that medical plan is under Section 125. They do have IRAs regulations as those funds are being taken out of your pay stub prior to tax deduction. But you're unable to make cancellations and changes unless you have a company open enrollment period, have a qualified life event or a personal enrollment period. Your company's coming up on next month, December, so at this moment, you'll have to wait till next month to be able to cancel that specific plan because your dental and vision are not under it, it's just that medical plan.

Speaker speaker_2: Okay, gotcha.

Speaker speaker_1: All right, let me see if we have that date yet. Okay, so it will be after December 9th.

Speaker speaker_2: Okay.

Speaker speaker_1: That will be when it starts, mm-hmm, to December 24th. So you have between those two days, I mean those, um, time frames. Let me see, that is roughly a week or two. Roughly a week 'cause it will start on a Thursday. Yes, so we'll give you two weeks in

total to call in to cancel that plan.

Speaker speaker_2: Okay, gotcha, so I'll just make a call on December 9th. Thank you.

Speaker speaker_1: Thank you. I hope you have a wonderful rest of your day and thank you for calling Benefits 10-0-4 today.

Speaker speaker_2: Thank you. Beep.