

Transcript: Francesca

Baez-5535013146378240-6471400406302720

Full Transcript

Thank you for calling my name is Francesca. How can I assist you today? Oh, yes, Miss Francesca, my name is Andrew Robertson. I was calling 'cause I wanted to cancel that insurance 'cause I have my own. What staffing company do you work with? Uh, American Staff Corp. What are the last four of the social? 06534... 04... 08. With your last name Robertson, correct? Yes, R-O-B-E-R-S-O-N. First name's Andrew. And could you please verify your mailing address and date of birth to make sure I have the right account? Yes, 7302 Northwest 107th Street, um, Oklahoma City, Oklahoma 73162 and 8/20/1974. We have best contact 469-407-2076. 2076, yes, ma'am. And we have your email, lastnamefirstname650@gmail.com. Thank you. Yes. Um, the only thing, Mr. Robinson, is the fact that the current plan you're on is under Section 125, which means that you're not paying taxes on it, so it has a restrictions per the IRS where we're not able to cancel or make changes unless you have an open enrollment period, um, which currently yours ended. So the next thing to do is try to get it off with a qualified life event. You did state that you have your own insurance with another carrier, correct? Yes, BlueCross BlueShield. Okay. So I'm gonna send you an email titled QLE Submission. What you're going to reply back to that email is either with a copy of your current benefit card with BlueCross BlueShield or a letter of statement of coverage so that the front office can process it and see if we can get you that canceled through a qualified life event. Thank you. Of course. So once you send that in, it should take 24 to 48 hours for the front office to get back to us regarding that letter. And once they finish, I'll give you a call back with the results. Okay, thank you. My pleasure. Have a great day. You should get your ass... You said the wrong thing. She talked to somebody else and was sayin' the wrong thing. Now you gotta

Conversation Format

Speaker speaker_0: Thank you for calling my name is Francesca. How can I assist you today?

Speaker speaker_1: Oh, yes, Miss Francesca, my name is Andrew Robertson. I was calling 'cause I wanted to cancel that insurance 'cause I have my own.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: Uh, American Staff Corp.

Speaker speaker_0: What are the last four of the social?

Speaker speaker_1: 06534... 04... 08.

Speaker speaker_0: With your last name Robertson, correct?

Speaker speaker_1: Yes, R-O-B-E-R-S-O-N. First name's Andrew. And could you please verify your mailing address and date of birth to make sure I have the right account? Yes, 7302 Northwest 107th Street, um, Oklahoma City, Oklahoma 73162 and 8/20/1974.

Speaker speaker_0: We have best contact 469-407-2076.

Speaker speaker_1: 2076, yes, ma'am.

Speaker speaker_0: And we have your email, lastnamefirstname650@gmail.com.

Speaker speaker_1: Thank you. Yes.

Speaker speaker_0: Um, the only thing, Mr. Robinson, is the fact that the current plan you're on is under Section 125, which means that you're not paying taxes on it, so it has a restrictions per the IRS where we're not able to cancel or make changes unless you have an open enrollment period, um, which currently yours ended. So the next thing to do is try to get it off with a qualified life event. You did state that you have your own insurance with another carrier, correct?

Speaker speaker_1: Yes, BlueCross BlueShield.

Speaker speaker_0: Okay. So I'm gonna send you an email titled QLE Submission. What you're going to reply back to that email is either with a copy of your current benefit card with BlueCross BlueShield or a letter of statement of coverage so that the front office can process it and see if we can get you that canceled through a qualified life event.

Speaker speaker_1: Thank you.

Speaker speaker_0: Of course. So once you send that in, it should take 24 to 48 hours for the front office to get back to us regarding that letter. And once they finish, I'll give you a call back with the results.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: My pleasure. Have a great day.

Speaker speaker_1: You should get your ass... You said the wrong thing. She talked to somebody else and was sayin' the wrong thing. Now you gotta