

## **Transcript: Sara**

**Marulanda-5233396749385728-5231541323513856**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hi. May I speak with Dominic Williams? Yes. This is him. Mr. Williams, uh, we just disconnected the call. Um, this is Sarah from Benefits in a car calling on behalf of Partners Personal. Okay. I'm sorry. I, I have to, um, inform you that, uh, the dental coverage same as the medical, they are under Section 125. That is IRS regulation and what that means is, um, uh, you are not allowed to make any cancellations or breaks- Mm-hmm. ... unless your company has enrollment period or if you have a qualified life event. So- I'm sorry. I didn't mean to... Say that again. I did not... that for you. Then you are not allowed to cancel that plan- Okay. ... unless your, unless your company has an open enrollment period, um, or if you have a qualified life event. Okay. And obviously, you're not with the company anymore. So you said, so everything... So I'm already enrolled, so you're telling me that you're gonna enroll me today, right? No, no, no, no. No, what I'm letting you know is as part of the disclosure information I have to give you is the dental coverage is under Section 125- Mm-hmm. ... which is an IRS regulation. Mm-hmm. The regulation means you're not allowed to cancel that plan or- Okay. ... or change it unless your company has a company open enrollment period- Okay. I gotcha. ... or if you have a qualified life event. Okay. But the process for the enrollment is the same as I was telling you before, one to two weeks for Partners Personal to start making deductions. Mm-hmm. Okay? So, uh, do you still want enrolled? So yes. But so basically if I enroll, I will still be enrolled only in the dental, correct? Yes, yes, yes, yes, yes. Yeah, yeah, yeah. And that's 360, right? None of that is gonna change. Yes. Okay. Yeah. That's the only one that I wanna do. Basically you're telling me that I just can't cancel, right? Exactly. Correct, correct. I understand. I'm okay with that. Oh, okay, Mr. Williams. Thank you for understanding. Wish you to have a wonderful day. Mm, bye-bye. You too. Bye-bye. Thank you.

### **Conversation Format**

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Hi. May I speak with Dominic Williams? Yes. This is him. Mr. Williams, uh, we just disconnected the call. Um, this is Sarah from Benefits in a car calling on behalf of Partners Personal. Okay. I'm sorry. I, I have to, um, inform you that, uh, the dental coverage same as the medical, they are under Section 125. That is IRS regulation and what that means is, um, uh, you are not allowed to make any cancellations or breaks- Mm-hmm. ... unless your company has enrollment period or if you have a qualified life event. So- I'm sorry. I didn't mean to... Say that again. I did not... that for you. Then you are not allowed to cancel that plan- Okay. ... unless your, unless your company has an open enrollment period, um, or if you have a qualified life

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