

Transcript: Sara

Marulanda-5690963199475712-6490935087022080

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Sarah. May I have your name please? Uh, my name is Smith. Can you hear me well? Yes, I can. Can you hear me? Yeah, I can. Okay. Okay, uh, I, I was calling today to discontinue the insurance I have with, uh... Okay, let me check that for you. May I have the name of the agency that you are working with and the last four of your social, please? My last, my social is 0532 and my, uh... And, uh, I'm with the MAU. You said, "0532?" Hello? Hello. Hello, sir. Hi. Hello? Yeah, I'm sorry now it's breaking up really bad. So you say- Okay, uh- ... 0532? Yes, ma'am. Okay, give me just a minute. And your first and last name? Dequavious. Smith is your last name? Smith. Okay. And just for security purposes, sir, can you please verify your address and date of birth? Uh, 14 North Hill. Date of birth, February 20th, 2000. Okay, email de, Dequavious611@gmail.com? Yes. And phone number 678-601-4337? Yes, ma'am. Okay, give me just a minute please. Okay, um, your account, some of the plans on your account are under Section 125. I'm not going to be able to make cancellation on those. Um, you will be... Okay, you will have to make a... You will have a chance to make cancellations by December the 18th when your company has their company open enrollment period. That's going to last from December the 8th... Okay, hold on. Give me just a minute. I'm downloading more information. Yes, ma'am. Yes, I'm trying to download the most, uh, new, new information. Give me just a minute, please. I get all, I'm trying to get a car. Yeah, um, uh, I don't know. The system is extremely slow so I'm trying to get... Okay, I think we got it here. Okay, open enrollment will be December 23rd to January the 31st. Okay? So during that period, you're allowed to cancel or make any changes on Section 125 benefits. The other benefits- When? ... I can go ahead and cancel them now. Okay. So you said December the 21st? Yes, that's December the 23rd. I'm sorry, I... Mr. Smith, can you hear me? Yes, ma'am. Okay. There is a couple of the plans that I can go ahead and cancel now if you want me to. There are, uh, critical illness, 24-hour group accident, behavioral health, and IB Express. Would you like me to proceed with the cancellation for those plans? Yeah. Okay. So please remember, cancellations take between seven to 10 business days for they to complete. So you may see one or two more deductions for those specific plans. Huh? Can you hear me? It's breaking up really bad. Hello, sir? Over here. Mr. Smith? Yes, ma'am. Still here. Oh, okay. I'm sorry. Okay, so these cancellations is going to take one, seven to 10 business days. So you may see one or two more deductions before the, the new, um, deductions appear or become active. But just remember, you are allowed to give us a call on December the 23rd to make, uh, the whole cancellations. Gotcha. Gotcha. Okay. Okay, sir, um, other than that, um, Mr. Smith, is there anything else that I can help you with today? Um, that's all I wanted to get done, um, today. What? Hold on, hold on, hold on. You're under your personal open enrollment period. So we can go ahead and cancel your whole plan. Oh, so...

Yes. Give me just- Yes! Thank you. Yeah, I'm a fan of you. Yes, give me just a minute please. Go ahead and cover everything. Okay, so once again, cancellations will take between seven to 10 business days. So you may see one or two more deductions before the cancellation complete. After that, there will be no more deductions. Okay, that's fine. And that ap- uh, that applies for the whole, the whole benefits. Okay. All righty, sir. Um, other than that, uh, Mr. Smith, is there anything else that I can help you with? Uh, no, ma'am. That's all. All righty, sir. So thank you for calling Benefits in a Car. Wish you too have a wonderful day, sir. You too, ma'am. You have a blessed one. Thank you. I really appreciate it. Mm, bye-bye. All righty.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Sarah. May I have your name please? Uh, my name is Smith. Can you hear me well? Yes, I can. Can you hear me? Yeah, I can. Okay. Okay, uh, I, I was calling today to discontinue the insurance I have with, uh... Okay, let me check that for you. May I have the name of the agency that you are working with and the last four of your social, please? My last, my social is 0532 and my, uh... And, uh, I'm with the MAU. You said, "0532?" Hello? Hello. Hello, sir. Hi. Hello? Yeah, I'm sorry now it's breaking up really bad. So you say- Okay, uh- ... 0532? Yes, ma'am. Okay, give me just a minute. And your first and last name? Dequavious. Smith is your last name? Smith. Okay. And just for security purposes, sir, can you please verify your address and date of birth? Uh, 14 North Hill. Date of birth, February 20th, 2000. Okay, email de, Dequavious611@gmail.com? Yes. And phone number 678-601-4337? Yes, ma'am. Okay, give me just a minute please. Okay, um, your account, some of the plans on your account are under Section 125. I'm not going to be able to make cancellation on those. Um, you will be... Okay, you will have to make a... You will have a chance to make cancellations by December the 18th when your company has their company open enrollment period. That's going to last from December the 8th... Okay, hold on. Give me just a minute. I'm downloading more information. Yes, ma'am. Yes, I'm trying to download the most, uh, new, new information. Give me just a minute, please. I get all, I'm trying to get a car. Yeah, um, uh, I don't know. The system is extremely slow so I'm trying to get... Okay, I think we got it here. Okay, open enrollment will be December 23rd to January the 31st. Okay? So during that period, you're allowed to cancel or make any changes on Section 125 benefits. The other benefits- When? ... I can go ahead and cancel them now. Okay. So you said December the 21st? Yes, that's December the 23rd. I'm sorry, I... Mr. Smith, can you hear me? Yes, ma'am. Okay. There is a couple of the plans that I can go ahead and cancel now if you want me to. There are, uh, critical illness, 24-hour group accident, behavioral health, and IB Express. Would you like me to proceed with the cancellation for those plans? Yeah. Okay. So please remember, cancellations take between seven to 10 business days for them to complete. So you may see one or two more deductions for those specific plans. Huh? Can you hear me? It's breaking up really bad. Hello, sir? Over here. Mr. Smith? Yes, ma'am. Still here. Oh, okay. I'm sorry. Okay, so these cancellations is going to take one, seven to 10 business days. So you may see one or two more deductions before the, the new, um, deductions appear or become active. But just remember, you are allowed to give us a call on December the 23rd to make, uh, the whole cancellations. Gotcha.

Gotcha. Okay. Okay, sir, um, other than that, um, Mr. Smith, is there anything else that I can help you with today? Um, that's all I wanted to get done, um, today. What? Hold on, hold on, hold on. You're under your personal open enrollment period. So we can go ahead and cancel your whole plan. Oh, so... Yes. Give me just- Yes! Thank you. Yeah, I'm a fan of you. Yes, give me just a minute please. Go ahead and cover everything. Okay, so once again, cancellations will take between seven to 10 business days. So you may see one or two more deductions before the cancellation complete. After that, there will be no more deductions. Okay, that's fine. And that ap- uh, that applies for the whole, the whole benefits. Okay. All righty, sir. Um, other than that, uh, Mr. Smith, is there anything else that I can help you with? Uh, no, ma'am. That's all. All righty, sir. So thank you for calling Benefits in a Car. Wish you too have a wonderful day, sir. You too, ma'am. You have a blessed one. Thank you. I really appreciate it. Mm, bye-bye. All righty.