

Transcript: Sara

Marulanda-5718247808647168-6733438574870528

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? Tavares Maxwell. Hello, Mr. Maxwell. How may I help you? Mm-hmm. Yes, how may I help you? Hello? Yes, sir, how can I help you? Yes? Yes. Uh, uh, think I have insurance through y'all and I was trying to see what's the date that, uh, uh, I could cancel it. They said it was sometime this month. Okay. Let, 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? The agency I'm working with, MAU. Okay. And my last four Social is 1716. Okay, Mr. Tavares Lamar Maxwell, and just for security purposes, can you please verify your address and date of birth? Uh, 3031 Spicewood Drive, Augusta, Georgia, 30909. Date of birth, 6/14/81. Email, t.maxwell1714@yahoo.com? That's my, uh, email. Uh-huh. I need your phone number, 706-831-2278? Yes, ma'am. Okay, give me just a minute while I check on this. Okay. Your plans are under Section 125, so you need to wait until the next company open enrollment period to proceed with cancellations and let me check that for you. MAU. Hold on, I'm, I'm just waiting for the system. I'm sorry. Yeah, when you say July, actually I had that insurance since March. Well, I didn't mention July. I say I need to verify when is going to be the company open enrollment period for you to be able to make cancellations, which is that time. Okay, I was told from the office... Yeah, I was told from that office these were staying in sometime this month. Okay, yeah, I'm, I'm checking here. I'm just waiting for the information to download. Oh, gotcha. Yeah, just give me just one minute. Take your time. Okay, open enrollment will be from December the 23rd, 2024 to January 31st, 2025. So, you can give us a call during those times between the 23rd and the 31st, uh, for us to proceed with the cancellation. So, when you say I got, I gotta wait till December 23rd, till when? Until... Okay, that's the period of time that you are able to make the cancellation, from December the 23rd to January- January the 31st. So you have, like, a month and a half. That, those 45 days- Um... ... is the, the open enrollment. That's the time of the year that you can make cancellation, any day from the 23rd to January the 31st. Gotcha. Okay. Okay, sir? O- Yes, ma'am, that's all I needed to know and, uh, yeah, thank you. You're more than welcome. Have a wonderful night and thank you for calling Benefits in a Card. Thank you. Okay, you're welcome. Hmm, bye-bye. Bye-bye.

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? Tavares Maxwell. Hello, Mr. Maxwell. How may I help you? Mm-hmm. Yes, how may I help

you? Hello? Yes, sir, how can I help you? Yes? Yes. Uh, uh, think I have insurance through y'all and I was trying to see what's the date that, uh, uh, I could cancel it. They said it was sometime this month. Okay. Let, 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? The agency I'm working with, MAU. Okay. And my last four Social is 1716. Okay, Mr. Tavaréz Lamar Maxwell, and just for security purposes, can you please verify your address and date of birth? Uh, 3031 Spicewood Drive, Augusta, Georgia, 30909. Date of birth, 6/14/81. Email, t.maxwell1714@yahoo.com? That's my, uh, email. Uh-huh. I need your phone number, 706-831-2278? Yes, ma'am. Okay, give me just a minute while I check on this. Okay. Your plans are under Section 125, so you need to wait until the next company open enrollment period to proceed with cancellations and let me check that for you. MAU. Hold on, I'm, I'm just waiting for the system. I'm sorry. Yeah, when you say July, actually I had that insurance since March. Well, I didn't mention July. I say I need to verify when is going to be the company open enrollment period for you to be able to make cancellations, which is that time. Okay, I was told from the office... Yeah, I was told from that office these were staying in sometime this month. Okay, yeah, I'm, I'm checking here. I'm just waiting for the information to download. Oh, gotcha. Yeah, just give me just one minute. Take your time. Okay, open enrollment will be from December the 23rd, 2024 to January 31st, 2025. So, you can give us a call during those times between the 23rd and the 31st, uh, for us to proceed with the cancellation. So, when you say I got, I gotta wait till December 23rd, till when? Until... Okay, that's the period of time that you are able to make the cancellation, from December the 23rd to Januar- January the 31st. So you have, like, a month and a half. That, those 45 days- Um... ... is the, the open enrollment. That's the time of the year that you can make cancellation, any day from the 23rd to January the 31st. Gotcha. Okay. Okay, sir? O- Yes, ma'am, that's all I needed to know and, uh, yeah, thank you. You're more than welcome. Have a wonderful night and thank you for calling Benefits in a Card. Thank you. Okay, you're welcome. Hmm, bye-bye. Bye-bye.