

Transcript: Sara

Marulanda-6630603537989632-5728982192832512

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Credit Card. My name is Sarah. May I have your name, please? Um, Kybrian Alexander. It's K-Y-B-R-I-A-N. Hello, sir. How may I help you? Yeah, I was calling the, uh, to cancel my insurance with, with the job, for my job, like the benefits. Oh, okay. May I have please the name of the agency that you are working with and the last four of your Social? Uh, MAU. Okay. The last four of your Social? 8460. Thank you very much, Mr. Kybrian Jacoby Alexander. And just for security purposes, sir, can you please verify your address and date of birth? My address is 9/23/2004. And my address is 92 JB Fullman Court. And what city and the state is that? Newberry, South Carolina. Okay, sir. Thank you very much. And is your email alexanderkybrian@gmail.com? Yes, ma'am. Phone number 839-217-4512? Yes, ma'am. Thank you very much. And how may I help you, sir? Uh, I would like to, uh, uh, cancel my, uh, the insurance with my job, like, the benefits. Okay, let me check that for you. Give me just a minute. Oh, but, uh, can I ask you a question? Sure. Okay. So for my, for my child, I got a li- a daughter. Mm-hmm. Uh, uh... Will it, would it be all right if I, I could keep her, like, keep her on it and claim her? Well, for her to have insurance, she has to be through you. So you have to have insurance. You are the principal on the account, and she's your dependent. Oh, well, okay. Never mind. That's fine. Yeah, I have insurance then. Never mind. But thank you. So you want to cancel it, or not? Yeah, I want to. Okay, so give me just a minute. I'm going to put you on hold just for a second. I want to verify- Okay. ... I can still cancel it, uh, for today, okay? Give me a minute, please. Okay. All right. I'll be right back with you, sir. Thank you. Okay. Hello, Mr. Brian? Yes, ma'am. Thank you for waiting, sir. Okay, this is Daphne. Some of your plans are under Section 125. What that means is that you're not allowed to make any cancellations out of your personal open enrollment period, which ended yesterday. So this is what I can do. I can go ahead and cancel the ones that are not Section 125, and I will have to send a request to the main office and see if they approve for you to cancel up there out of their open enrollment period. Keep it in mind that yesterday was the last day. Then, the last day was yesterday. So other than that- Okay. Hold up. When is, when is opening enrollment? The open enrollment ends today. Your open enrollment is, uh, it is, uh, from the... Okay, your hire date was October the 4th. Open enrollment lasts 30 days. Yesterday was the 30th day. But then another, uh, enrollment starts on November 1st. Yeah, because another enrollment had started, uh, Friday, was- Okay. ... November 1st at our, at work, at our job. Okay. No. You may have started another, um, like assignment but the enrollment is directly with MAU. You can go to many different assignments but your higher date is wha- the date you start with MAU. Okay. So the nationwide... This is his mom, because he's on my insurance and they use that as a primary and he doesn't need to be paying money for insurance that we can't even use, because I still got to come out of pocket and pay \$1,500 for some dental work. So

if- Okay. Ma'am? ... he's not going to be able to use that secondary insurance then he doesn't need it. Okay, ma'am. Just because this call has been recorded for, for quality assurance purposes, I need for Mr. Alexander to, um, uh, to allow you to speak on his behalf. Sir, did you ask for your mom? Yes, ma'am. Okay. Thank you very much. I'm sorry about that, but- Mm-hmm. ... this call has been recorded. Okay. So what you say is that he has another insurance. Is that correct? Yes. He's on my, um, family plan with, uh, Aetna and Delta Dental and, um, they use that as his primary at our dentist office and he has to have, have dental work done and as far as like medical exams and stuff, they use that as primary. So if he's paying for insurance that he can't even use, that's a waste of money. Because they won't let us use his insurance. Oh. Um, when was he enrolled on, uh, Aetna? He's been on Aetna for over a year or so now, because I've been with them, um, for a little over a year now. Okay. So I, I don't make that de- the de- uh, that decision. I have to send this to the main office. But, um, as soon as I get that back, I will be giving you a call. Okay? All right. Okay. Uh, so in the meantime- Thank you. ... would you like me to cancel the ones that we are allowed to cancel? Yes. Yes, ma'am. Okay. Just for your information, cancellations takes between seven to 10 business days, so you may see one or two more deductions of those specific plans before the cancellation complete. And as soon as I... Ma'am? That's okay. I'm not supposed to be reimbursed for those. Okay. So will I be reimbursed for those? No, sir, because that danger is going to be active by, until it cancels, complete cancel. Okay. Okay. So let me tell you which ones we can cancel at this time. Or well, request the cancellation. We cannot cancel them. I, I can request a cancellation. Okay. The term life, critical illness, 24-hour group accident, behavioral health and ID experts. Those are the ones that we're allowed to cancel at this moment. The other ones, they will have to wait until I get the permission from the main office, if they approve it. Okay. Okay? Okay. That's fine. Okay. So right now I'm going to send an email, uh, to the main office and I have to give them between 24 to 48 hours, but they usually answer before. But I have to tell you that by law. Okay. Okay. All righty, sir. Other than that, uh, Mr. Alexander, is there anything else that I can help you with? No, that'll be all. Oh, you can give me a call back at this number right here. Uh, 8- 839-217-4512? Yes, ma'am. All righty, sir. Sure. I will give you a call at that number. Okay? All right. Thank you. You're more than welcome, sir. Have a wonderful day and thank you for calling Benefits in a Card. And you too. Okay, thanks. Thank you. Bye-bye. All right.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Credit Card. My name is Sarah. May I have your name, please? Um, Kybrian Alexander. It's K-Y-B-R-I-A-N. Hello, sir. How may I help you? Yeah, I was calling the, uh, to cancel my insurance with, with the job, for my job, like the benefits. Oh, okay. May I have please the name of the agency that you are working with and the last four of your Social? Uh, MAU. Okay. The last four of your Social? 8460. Thank you very much, Mr. Kybrian Jacoby Alexander. And just for security purposes, sir, can you please verify your address and date of birth? My address is 9/23/2004. And my address is 92 JB Fullman Court. And what city and the state is that? Newberry, South Carolina. Okay, sir. Thank you very much. And is your email alexanderkybrian@gmail.com? Yes, ma'am. Phone number

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