

## **Transcript: Sara**

**Marulanda-6674264527126528-6274698266984448**

### **Full Transcript**

Your call- Hello. ... will be monitored or recorded for quality assurance purposes. Hello? Good morning. May I speak with Tamoya Henderson? Yes. Speaking. Hi, Ms. Henderson. This is Vera calling from Benefits in a Card with, we talked yesterday about your- Yeah. ... qualified life event. Okay. Um, they made the investigation and they cannot find any calls, um, from this phone number. Uh, the only ones that they have is from, uh, last year on 2024 and then it jumps, uh, to May the 2nd not any other calls even if, uh, they don't open their file. The records are still there but they cannot find anything. Um, the soon as they found was, uh, May 2nd at two, at noon, nothing for April the 14th as you say. So, um, based on that, uh, they denied a qualified life event. The only option- Okay. ... we have, uh, left is, uh, wait until the next company open enrollment period. I'm sorry about that, ma'am. Oh. Okay. Um... Am I allowed to cancel insurance and just get private insurance somewhere else? Okay. So would you like me to proceed with the cancellation? Um, not right now. I just wanted to know if it's an option. Yes. Yes, ma'am. Yes. You're allowed to cancel anytime. The only thing- Okay. ... the, the cancellation process takes seven to ten business days. So, um, that's what it takes to complete cancel. Okay. All right. Sounds good. Thank you. All righty, ma'am. You're more than welcome. Do you have any other questions for me? No. Thank you. All righty, Ms. Henderson. So thank you for answer our call from Benefits in a Card. Have a wonderful day, ma'am. You too. Thank you. Bye-bye.

### **Conversation Format**

Speaker None: Your call- Hello. ... will be monitored or recorded for quality assurance purposes. Hello? Good morning. May I speak with Tamoya Henderson? Yes. Speaking. Hi, Ms. Henderson. This is Vera calling from Benefits in a Card with, we talked yesterday about your- Yeah. ... qualified life event. Okay. Um, they made the investigation and they cannot find any calls, um, from this phone number. Uh, the only ones that they have is from, uh, last year on 2024 and then it jumps, uh, to May the 2nd not any other calls even if, uh, they don't open their file. The records are still there but they cannot find anything. Um, the soon as they found was, uh, May 2nd at two, at noon, nothing for April the 14th as you say. So, um, based on that, uh, they denied a qualified life event. The only option- Okay. ... we have, uh, left is, uh, wait until the next company open enrollment period. I'm sorry about that, ma'am. Oh. Okay. Um... Am I allowed to cancel insurance and just get private insurance somewhere else? Okay. So would you like me to proceed with the cancellation? Um, not right now. I just wanted to know if it's an option. Yes. Yes, ma'am. Yes. You're allowed to cancel anytime. The only thing- Okay. ... the, the cancellation process takes seven to ten business days. So, um, that's what it

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