

Transcript: Chris Sofield (deactivated)-4663381709864960-6310459892613120

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Please leave your message for - Enya Taylor Teberge. Hello, good morning. This is Chris with Benefits and a Card. I am the customer service team lead here. This message is for Enya Taylor Teberge. Uh, this, um, this is in regards to a previous request to investigate a call from January 29th of this year, uh, where a request to cancel, uh, was, was stated. Um, after reviewing the call, uh, no actual request to cancel the coverage was stated at all during any o- any of the call. So unfortunately, at this time, we are unable to cancel this policy due to Section 125, which is an IRS restriction that only allows cancellation during open enrollment. Um, open enrollment for NAU ended on January 31st. Since we are now past that, the only way for you to cancel the medical policy is going to be, um, either waiting for open enrollment, which would be in December, or experiencing a qualifying life event, such as getting an insurance plan from another insurance company. You are still eligible to cancel the life insurance, as that is not under restriction, but your medical insurance, uh, cannot be canceled at this time. If you have any further questions, feel free to give us a call back. We could be reached at 800-497-4856. We're open Monday through Friday, 8:00 AM to 8:00 PM Eastern. Thank you. Have a good day.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Please leave your message for -

Speaker speaker_2: Enya Taylor Teberge.

Speaker speaker_1: Hello, good morning. This is Chris with Benefits and a Card. I am the customer service team lead here. This message is for Enya Taylor Teberge. Uh, this, um, this is in regards to a previous request to investigate a call from January 29th of this year, uh, where a request to cancel, uh, was, was stated. Um, after reviewing the call, uh, no actual request to cancel the coverage was stated at all during any o- any of the call. So unfortunately, at this time, we are unable to cancel this policy due to Section 125, which is an IRS restriction that only allows cancellation during open enrollment. Um, open enrollment for NAU ended on January 31st. Since we are now past that, the only way for you to cancel the medical policy is going to be, um, either waiting for open enrollment, which would be in December, or experiencing a qualifying life event, such as getting an insurance plan from another insurance company. You are still eligible to cancel the life insurance, as that is not

under restriction, but your medical insurance, uh, cannot be canceled at this time. If you have any further questions, feel free to give us a call back. We could be reached at 800-497-4856. We're open Monday through Friday, 8:00 AM to 8:00 PM Eastern. Thank you. Have a good day.