

## **Transcript: Chris Sofield**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Welcome to Card, this is Chris. How can I help you today? Hi, uh, I'm trying to cancel my insurance. It hasn't been 30 days since, uh, I got employed here. Okay. What staffing company do you work with? Uh, MAU. And the last four of your Social? Uh, 6118. And your first and last name? David McClain. All right. Mr. McClain, could you verify your address and your date of birth for me please? 4941 County Road 44800 Detroit, Texas and September 21st, 2001. Okay. Phone on file we have is 219-2794. Is that correct? Uh, yes, sir, but that, that phone... I got a new number since then. Okay. What's the new number? Uh, 219-1318. Thank you. All right. And now I show it looks like you have medical, dental, vision, life insurance, critical illness, accident coverage, and behavioral health. Uh, were you looking to keep any of that or did you want to cancel everything? Uh, can you remind me how much a, a couple of those are? Um, let's see here. So your medical, you've got the Stay Healthy plan for preventative care at \$10.27 a week, your Insur+ Enhanced for standard... for, uh, standard doctor's visits at \$24.69 a week, dental \$351, vision \$215, life \$211, illness \$256, accident \$204, and behavioral health \$150. Uh, I think I might keep the health and dental just 'cause be... but I'm not, uh, sure yet. Uh, would I be able to... if I cancel it now, would I be able to get it back later? Um, let me take a look one moment. You... Uh, let's see here. It looks like your deadline as a new hire for, uh, for any changes would be December 18th. So between now and December 18th, you can make whatever changes you want, including canceling and re-enrolling. Um, and then I believe open enrollment should be starting here soon. Let me take a look and see if we've gotten any information from them on that. Okay, we haven't gotten exactly when open enrollment's gonna start this year, but I do know it typically is in the latter half of December. Um, so you... As long as you're calling within your eligibility windows, um, which is either gonna be before December 18th as a new hire or whenever open enrollment starts up during that window, uh, you'll be able to make any changes at will. Uh, uh, I think I'll cancel it for now, and then I'll... uh, if I change my mind, I'll call back before d- December 18th. All right, so cancel everything then? Uh, yes, sir. Okay. Uh, just con-... Uh, just to confirm, cancellation does take one to two weeks to fully process. It's gotta go through MAU's payroll teams as well. During this timeframe, you may still see one or two more deductions providing one or two final weeks of coverage, but you would only see two at the most. Okay? Uh, wait, so it was deducted from my check last week? Um, it does not look like a deduction happened last week, but that cancellation process- All right. ... is... That, that's, that's just how that works. All right. Uh, that's fine. All right. Anything else? Uh, I don't think so. All right. Well, if that's everything, thanks again for calling and have a wonderful day. You too. All right.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Welcome to Card, this is Chris. How can I help you today?

Speaker speaker\_2: Hi, uh, I'm trying to cancel my insurance. It hasn't been 30 days since, uh, I got employed here.

Speaker speaker\_1: Okay. What staffing company do you work with?

Speaker speaker\_2: Uh, MAU.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: Uh, 6118.

Speaker speaker\_1: And your first and last name?

Speaker speaker\_2: David McClain.

Speaker speaker\_1: All right. Mr. McClain, could you verify your address and your date of birth for me please?

Speaker speaker\_2: 4941 County Road 44800 Detroit, Texas and September 21st, 2001.

Speaker speaker\_1: Okay. Phone on file we have is 219-2794. Is that correct?

Speaker speaker\_2: Uh, yes, sir, but that, that phone... I got a new number since then.

Speaker speaker\_1: Okay. What's the new number?

Speaker speaker\_2: Uh, 219-1318.

Speaker speaker\_1: Thank you. All right. And now I show it looks like you have medical, dental, vision, life insurance, critical illness, accident coverage, and behavioral health. Uh, were you looking to keep any of that or did you want to cancel everything?

Speaker speaker\_2: Uh, can you remind me how much a, a couple of those are?

Speaker speaker\_1: Um, let's see here. So your medical, you've got the Stay Healthy plan for preventative care at \$10.27 a week, your Insur+ Enhanced for standard... for, uh, standard doctor's visits at \$24.69 a week, dental \$351, vision \$215, life \$211, illness \$256, accident \$204, and behavioral health \$150.

Speaker speaker\_2: Uh, I think I might keep the health and dental just 'cause be... but I'm not, uh, sure yet. Uh, would I be able to... if I cancel it now, would I be able to get it back later?

Speaker speaker\_1: Um, let me take a look one moment. You... Uh, let's see here. It looks like your deadline as a new hire for, uh, for any changes would be December 18th. So between now and December 18th, you can make whatever changes you want, including canceling and re-enrolling. Um, and then I believe open enrollment should be starting here soon. Let me take a look and see if we've gotten any information from them on that. Okay, we

haven't gotten exactly when open enrollment's gonna start this year, but I do know it typically is in the latter half of December. Um, so you... As long as you're calling within your eligibility windows, um, which is either gonna be before December 18th as a new hire or whenever open enrollment starts up during that window, uh, you'll be able to make any changes at will.

Speaker speaker\_2: Uh, uh, I think I'll cancel it for now, and then I'll... uh, if I change my mind, I'll call back before d- December 18th.

Speaker speaker\_1: All right, so cancel everything then?

Speaker speaker\_2: Uh, yes, sir.

Speaker speaker\_1: Okay. Uh, just con-... Uh, just to confirm, cancellation does take one to two weeks to fully process. It's gotta go through MAU's payroll teams as well. During this timeframe, you may still see one or two more deductions providing one or two final weeks of coverage, but you would only see two at the most. Okay?

Speaker speaker\_2: Uh, wait, so it was deducted from my check last week?

Speaker speaker\_1: Um, it does not look like a deduction happened last week, but that cancellation process-

Speaker speaker\_2: All right.

Speaker speaker\_1: ... is... That, that's, that's just how that works.

Speaker speaker\_2: All right. Uh, that's fine.

Speaker speaker\_1: All right. Anything else?

Speaker speaker\_2: Uh, I don't think so.

Speaker speaker\_1: All right. Well, if that's everything, thanks again for calling and have a wonderful day.

Speaker speaker\_2: You too.

Speaker speaker\_1: All right.