

## **Transcript: Chris Sofield (deactivated)-5033907598082048-5570554668466176**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit on a Card, this is Chris. How can I help you today? Yeah, I was calling to cancel this policy. Okay. Staff and company do you work with? MAU. And the last four of your social? 9734. Okay. And your first and last name? Harold O'Neal. Thank you. Mr. O'Neal, could you verify your address and your date of birth for me please? 208 Dyer Street, Greenville, South Carolina, 29611, 4/20/1964. Thank you. Phone number, all we have is 775-8472, is that correct? Correct. Okay, one moment. Okay. Looking at your insurance plans, it looks like at this moment the only plan I'd be able to cancel is the life insurance plan, uh, just because of restrictions associated with the rest of your policies. Um, you're only allowed to cancel that during open enrollment. H-h-hold on, hold on, hold on. Hold on, sir. During open er- th-th-they told me the last time that, that, that I could call in it was going to be around this month. The Open enrollment is- ... I already know had. Yeah, o-open enrollment is typically in December, but MAU has not yet stated exactly when in December it's going to start. So I don't know the exact date, but it should be next month. Th- once they, once they've determined exactly when next month it's going to be, they'll inform you. You can call during that window to cancel. This is crazy. Mm-hmm. That ain't no good, nobody. Mm-mm-mm-mm. Not within the next month. It don't make no sense 'cause this, this, this thing don't not even pay nothing. It does nothing. Hm. Mm. Yo, this is fucking crazy. And you saying they ain't got an enrollment date yet. I'm trying to figure out wha- how, how, how can a company not have an en- enrollment date? Though, for this size enrollment or something. They have not said it yet, so, so, we, we wouldn't know exactly when their open enrollment's going to be yet as that's set by MAU. They have not informed us of that information, of that, that date yet. Mm-hmm. Mm-hmm. But yeah, you need to go ahead and cancel something then, whatever can get canceled, like- The, the only thing we can remove at this time is the life insurance. Everything else that you have is under that restriction and can only be canceled during open enrollment. Well, I'll just wait. All right, sir. Anything else? That's it. Have a good day, thanks for calling. Yeah, all right.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefit on a Card, this is Chris. How can I help you today?

Speaker speaker\_2: Yeah, I was calling to cancel this policy.

Speaker speaker\_1: Okay. Staff and company do you work with?

Speaker speaker\_2: MAU.

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

Speaker speaker\_2: 9734.

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

Speaker speaker\_2: Harold O'Neal.

Speaker speaker\_1: Thank you. Mr. O'Neal, could you verify your address and your date of birth for me please?

Speaker speaker\_2: 208 Dyer Street, Greenville, South Carolina, 29611, 4/20/1964.

Speaker speaker\_1: Thank you. Phone number, all we have is 775-8472, is that correct?

Speaker speaker\_2: Correct.

Speaker speaker\_1: Okay, one moment. Okay. Looking at your insurance plans, it looks like at this moment the only plan I'd be able to cancel is the life insurance plan, uh, just because of restrictions associated with the rest of your policies. Um, you're only allowed to cancel that during open enrollment.

Speaker speaker\_2: H-h-hold on, hold on, hold on.

Speaker speaker\_1: Hold on, sir.

Speaker speaker\_2: During open er- th-th-they told me the last time that, that, that I could call in it was going to be around this month. The

Speaker speaker\_1: Open enrollment is-

Speaker speaker\_2: ... I already know had.

Speaker speaker\_1: Yeah, o-open enrollment is typically in December, but MAU has not yet stated exactly when in December it's going to start. So I don't know the exact date, but it should be next month. Th- once they, once they've determined exactly when next month it's going to be, they'll inform you. You can call during that window to cancel.

Speaker speaker\_2: This is crazy.

Speaker speaker\_3: Mm-hmm. That ain't no good, nobody.

Speaker speaker\_2: Mm-mm-mm-mm.

Speaker speaker\_3: Not within the next month.

Speaker speaker\_2: It don't make no sense 'cause this, this, this thing don't not even pay nothing. It does nothing. Hm.

Speaker speaker\_3: Mm.

Speaker speaker\_2: Yo, this is fucking crazy. And you saying they ain't got an enrollment date yet. I'm trying to figure out wha- how, how, how can a company not have an en- enrollment date? Though, for this size enrollment or something.

Speaker speaker\_1: They have not said it yet, so, so, we, we wouldn't know exactly when their open enrollment's going to be yet as that's set by MAU. They have not informed us of that information, of that, that date yet.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_3: Mm-hmm.

Speaker speaker\_2: But yeah, you need to go ahead and cancel something then, whatever can get canceled, like-

Speaker speaker\_1: The, the only thing we can remove at this time is the life insurance. Everything else that you have is under that restriction and can only be canceled during open enrollment.

Speaker speaker\_2: Well, I'll just wait.

Speaker speaker\_1: All right, sir. Anything else?

Speaker speaker\_2: That's it.

Speaker speaker\_1: Have a good day, thanks for calling.

Speaker speaker\_2: Yeah, all right.