

## **Transcript: Chris Sofield (deactivated)-6017536963428352-5690757665046528**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. This is Chris. How can I help you today? Hey, Chris. I'm calling to, uh, un-enroll or just confirm that I'm not enrolling this year in- Okay. ... Benefits in a Cart. Okay. What staffing company do you work with? Creative Circle. Creative Circle, got it. And last four of your Social? 1945. All right. Your first and last name? Shane Copeland. Thank you. All right, Mr. Copeland, could you verify your address and your date of birth for me, please? 7332 Remit Avenue, Canoga Park, California 91303. My date of birth is October 10th, 1979. 10/10/1979. Thank you. We have a phone number on file of 213-257-0123. Is that correct? That is correct, yes. Okay. All right. Yeah. It- it doesn't look like any sort of cancellation request has been received or anything like that. Um, so that- we would need to go ahead and do that. Now, I show it looks like you have dental, vision, life insurance, group accident, critical illness and behavioral health for you and the family. Mm-hmm. Uh, did you want to keep any of this or were you looking to cancel everything? Cancel everything. Got it. All right. Uh, we'll go ahead and start that cancellation process for you. Be aware that cancellations do take one to two weeks to fully process. You may still see one or two more deductions providing one or two final weeks of coverage, but you won't see any more than two at the most. Okay? Uh, okay. Isn't it open enrollment? So can't I just be saying, like, I'm opting not to... So the thing is, is that- Okay. Yeah, it is open enrollment, but cancellations, even during open enrollment, still follow the cancellation process. The only thing that open enrollment does for cancellations is allow you to cancel one specific policy that's under restriction, which you were- you weren't enrolled into that policy anyway. Hmm. Okay, thank you. No problem. Anything else? No, that's all. I'm all set. Thank you. All right. Thanks for calling and have a good day. Thank you.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefits in a Cart. This is Chris. How can I help you today?

Speaker speaker\_2: Hey, Chris. I'm calling to, uh, un-enroll or just confirm that I'm not enrolling this year in-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... Benefits in a Cart.

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

Speaker speaker\_2: Creative Circle.

Speaker speaker\_1: Creative Circle, got it. And last four of your Social?

Speaker speaker\_2: 1945.

Speaker speaker\_1: All right. Your first and last name?

Speaker speaker\_2: Shane Copeland.

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

Speaker speaker\_2: 7332 Remit Avenue, Canoga Park, California 91303. My date of birth is October 10th, 1979. 10/10/1979.

Speaker speaker\_1: Thank you. We have a phone number on file of 213-257-0123. Is that correct?

Speaker speaker\_2: That is correct, yes.

Speaker speaker\_1: Okay. All right. Yeah. It- it doesn't look like any sort of cancellation request has been received or anything like that. Um, so that- we would need to go ahead and do that. Now, I show it looks like you have dental, vision, life insurance, group accident, critical illness and behavioral health for you and the family.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Uh, did you want to keep any of this or were you looking to cancel everything?

Speaker speaker\_2: Cancel everything.

Speaker speaker\_1: Got it. All right. Uh, we'll go ahead and start that cancellation process for you. Be aware that cancellations do take one to two weeks to fully process. You may still see one or two more deductions providing one or two final weeks of coverage, but you won't see any more than two at the most. Okay?

Speaker speaker\_2: Uh, okay. Isn't it open enrollment? So can't I just be saying, like, I'm opting not to...

Speaker speaker\_1: So the thing is, is that-

Speaker speaker\_2: Okay.

Speaker speaker\_1: Yeah, it is open enrollment, but cancellations, even during open enrollment, still follow the cancellation process. The only thing that open enrollment does for cancellations is allow you to cancel one specific policy that's under restriction, which you were- you weren't enrolled into that policy anyway.

Speaker speaker\_2: Hmm. Okay, thank you.

Speaker speaker\_1: No problem. Anything else?

Speaker speaker\_2: No, that's all. I'm all set. Thank you.

Speaker speaker\_1: All right. Thanks for calling and have a good day.

Speaker speaker\_2: Thank you.