

## **Transcript: Estefania**

**Acevedo-5537605286313984-4863253410693120**

### **Full Transcript**

Welcome to the 4-4-4-4-6-8-3-4-8-3-9-3... Is not available. Please leave your message after the tone. After you have finished your message, just hang up, or to hear more options, please press one. Hey, good afternoon. I'm calling from Benefits in a Card on behalf of your staffing agency, MAG. We spoke yesterday about canceling your coverage. I was a- actually calling you back to let you know that the only one we can cancel at the time is short-term disability, so I totally do apologize, um, for calling back. Um, at the time, I'm not able to cancel your Extra Plus Enhanced, sh- Vision, and Dental. I would have to wait till Monday since that's when the company open enrollment starts. So at the time, I was only able to cancel short-term disability, so I was reaching out to let you know that until Monday, won't be able to cancel the rest of your plans until Monday morning. Um, if you have any questions, you're welcome to give us a call at 800-497-4856. Thank you.

### **Conversation Format**

Speaker speaker\_0: Welcome to the 4-4-4-4-6-8-3-4-8-3-9-3... Is not available. Please leave your message after the tone. After you have finished your message, just hang up, or to hear more options, please press one.

Speaker speaker\_1: Hey, good afternoon. I'm calling from Benefits in a Card on behalf of your staffing agency, MAG. We spoke yesterday about canceling your coverage. I was a- actually calling you back to let you know that the only one we can cancel at the time is short-term disability, so I totally do apologize, um, for calling back. Um, at the time, I'm not able to cancel your Extra Plus Enhanced, sh- Vision, and Dental. I would have to wait till Monday since that's when the company open enrollment starts. So at the time, I was only able to cancel short-term disability, so I was reaching out to let you know that until Monday, won't be able to cancel the rest of your plans until Monday morning. Um, if you have any questions, you're welcome to give us a call at 800-497-4856. Thank you.