

Transcript: Estefania

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Full Transcript

Hello. Your call may be monitored or recorded- Okay. ... for quality assurance purposes. Good afternoon. I'm calling from Benefits Center Card on behalf of American StaffCorp. Um, I'm looking to speak with Ms. Jacqueline. Yes. This is her. Hey, um, good afternoon. I'm calling you back. We spoke earlier. You called because you wanted to cancel, I believe, your NAC coverage 'cause I, I think you told me you were under a different one or something like that? Yeah, I'm on my dad's insurance, so I was just trying to cancel it just because I didn't wanna have two of 'em. Okay. So I was trying to cancel that for you, but it wasn't allowing me to. And then I realized- Mm-hmm. ... the reason why it wasn't is because that plan that you selected, um, is under a section that's called Section 125. Um, so technically, that plan lets you pay for that plan with pre-taxed dollars. Um, however, there's a, a gag to it. If you ever wanna, like, drop that plan, like cancel it, or make any changes to it, you would- Mm-hmm. ... have to be within your first 30 days of receiving your check or be within the company's open enrollment period. So since you're, um... both of those states passed, it's not allowing me to cancel your coverage. So I did wanna call you back to let you know that at this moment, we're not able to cancel your coverage because your personal open enrollment period ended already as well as your- Mm-hmm. ... company open enrollment period. I'm so sorry. I just wanted to call you before, um- It's okay you see your check and see the deductions. Um, so- Mm-hmm. ... if you do- don't want it in the future, you're gonna have to call us when the company's in company open enrollment. Um, I did check before I called you to see when American StaffCorp- Mm-hmm. ... is within their, um, annual time for their employees to make changes or drop or add plans. Yeah. And it looks like for them, it's in the month of June up until Ju-August. This year they did it from June to August and normally it's done annually around the same month. Um... Mm-hmm. Are you still working with them by any chance? Yeah, I still am. Oh, okay. Okay, 'cause I was gonna tell you, um, if we don't receive deductions for like four weeks straight, is the plan does cancel out. Um... Mm-hmm. But that's if you work with them anymore. Yeah. No. That's, that's fine. 'Cause they automatically- I'm so sorry. No, you're good . I, uh, I shoulda noticed earlier. Um, but I did wanna call you to let you know that you can definitely still cancel it, but you would have to wait 'til like your company's in their company open enrollment to do so. Yeah. All right then. No, that's fine. Uh, thank you for notifying me. You welcome. I'm so sorry for that. Thank you for your time. Uh-huh. Goodbye.

Conversation Format

Speaker speaker_0: Hello.

Speaker speaker_1: Your call may be monitored or recorded-

Speaker speaker_0: Okay.

Speaker speaker_1: ... for quality assurance purposes. Good afternoon. I'm calling from Benefits Center Card on behalf of American StaffCorp. Um, I'm looking to speak with Ms. Jacqueline.

Speaker speaker_0: Yes. This is her.

Speaker speaker_1: Hey, um, good afternoon. I'm calling you back. We spoke earlier. You called because you wanted to cancel, I believe, your NAC coverage 'cause I, I think you told me you were under a different one or something like that?

Speaker speaker_0: Yeah, I'm on my dad's insurance, so I was just trying to cancel it just because I didn't wanna have two of 'em.

Speaker speaker_1: Okay. So I was trying to cancel that for you, but it wasn't allowing me to. And then I realized-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... the reason why it wasn't is because that plan that you selected, um, is under a section that's called Section 125. Um, so technically, that plan lets you pay for that plan with pre-taxed dollars. Um, however, there's a, a gag to it. If you ever wanna, like, drop that plan, like cancel it, or make any changes to it, you would-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... have to be within your first 30 days of receiving your check or be within the company's open enrollment period. So since you're, um... both of those states passed, it's not allowing me to cancel your coverage. So I did wanna call you back to let you know that at this moment, we're not able to cancel your coverage because your personal open enrollment period ended already as well as your-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... company open enrollment period. I'm so sorry. I just wanted to call you before, um-

Speaker speaker_0: It's okay .

Speaker speaker_1: ... you see your check and see the deductions. Um, so-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... if you do- don't want it in the future, you're gonna have to call us when the company's in company open enrollment. Um, I did check before I called you to see when American StaffCorp-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... is within their, um, annual time for their employees to make changes or drop or add plans.

Speaker speaker_0: Yeah.

Speaker speaker_1: And it looks like for them, it's in the month of June up until Ju- August. This year they did it from June to August and normally it's done annually around the same month. Um...

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Are you still working with them by any chance?

Speaker speaker_0: Yeah, I still am.

Speaker speaker_1: Oh, okay. Okay, 'cause I was gonna tell you, um, if we don't receive deductions for like four weeks straight, is the plan does cancel out. Um...

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: But that's if you work with them anymore.

Speaker speaker_0: Yeah. No. That's, that's fine.

Speaker speaker_1: 'Cause they automatically- I'm so sorry.

Speaker speaker_0: No, you're good .

Speaker speaker_1: I, uh, I shoulda noticed earlier. Um, but I did wanna call you to let you know that you can definitely still cancel it, but you would have to wait 'til like your company's in their company open enrollment to do so.

Speaker speaker_0: Yeah. All right then. No, that's fine. Uh, thank you for notifying me.

Speaker speaker_1: You welcome. I'm so sorry for that. Thank you for your time.

Speaker speaker_0: Uh-huh. Goodbye.