

## **Transcript: Estefania**

**Acevedo-6740490930044928-5914383766994944**

### **Full Transcript**

Welcome to call your policy monitor or recorder for quality assurance purposes. 706-834-8393. 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 CenterCard on behalf of MAU. Um, I'm currently looking to speak with Mr. George Slute. You s- you called earlier to cancel your coverage, but I was actually notifying you that your plans are under a Section 125, so at this moment, we cannot cancel your plans. You're welcome to give us a call Monday whenever your company's within company open enrollment period. That's when you're able to drop those plans. So it looks like the company is within company open enrollment in December 23rd, which is Monday. You're welcome to give us a call at this number to cancel those plans Monday. We're open from 8:00 AM up until 8:00 PM Eastern Time. Our phone number is 800-497-4856. Thank you.

### **Conversation Format**

Speaker speaker\_0: Welcome to call your policy monitor or recorder for quality assurance purposes.

Speaker speaker\_1: 706-834-8393.

Speaker speaker\_0: 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\_2: Hey, good afternoon. I'm calling from Benefits CenterCard on behalf of MAU. Um, I'm currently looking to speak with Mr. George Slute. You s- you called earlier to cancel your coverage, but I was actually notifying you that your plans are under a Section 125, so at this moment, we cannot cancel your plans. You're welcome to give us a call Monday whenever your company's within company open enrollment period. That's when you're able to drop those plans. So it looks like the company is within company open enrollment in December 23rd, which is Monday. You're welcome to give us a call at this number to cancel those plans Monday. We're open from 8:00 AM up until 8:00 PM Eastern Time. Our phone number is 800-497-4856. Thank you.