

Transcript: Francesca

Baez-5576876163383296-5769453437239296

Full Transcript

Thank you for calling Benefits United Care. My name is Francesca. How can I assist you today? Uh, yes, ma'am. Uh, I have, uh, the insurance taken out of my check and I was, I want, I wanted to take it off. What staffing company do you work with? Uh, American Staff Corp. Could you please verify your mailing address and your date of birth to make sure I have the right account? Yeah. 723 West Wayne Court, Claymore, Oklahoma, 74017. Uh, you said phone number? Date of birth? Date of birth, April 8, 1985. And what are the last four of the Social? Three, seven, zero, one. Okay. I have best contact, same as the one you called on, which is 918-978-6172. Yes, ma'am. And I have your m- email down as T-A-R heelfrankly85@yahoo.com. Yes. So the only thing, Mr. Radwood, would be that that plan is under Section 125, which means that currently you're not paying any taxes for it. Unfortunately, the IRS does have a restriction on it where you're unable to make changes or cancellations unless you have an open enrollment period. Do you by any chance have another policy with another carrier for medical, aside from this one? No. No, ma'am. Oh, okay. So then you also don't have a qualified live event at the moment, so the only way to really cancel it will be during an open enrollment period, and your company won't be holding theirs until the month of December. Okay. All right. I appreciate it. I do apologize for that. That's all right. Thank you, ma'am. Of course. Hope you have a wonderful rest of your day, and thank you for your call today. You, too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits United Care. My name is Francesca. How can I assist you today?

Speaker speaker_1: Uh, yes, ma'am. Uh, I have, uh, the insurance taken out of my check and I was, I want, I wanted to take it off.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: Uh, American Staff Corp.

Speaker speaker_0: Could you please verify your mailing address and your date of birth to make sure I have the right account?

Speaker speaker_1: Yeah. 723 West Wayne Court, Claymore, Oklahoma, 74017. Uh, you said phone number?

Speaker speaker_0: Date of birth?

Speaker speaker_1: Date of birth, April 8, 1985.

Speaker speaker_0: And what are the last four of the Social?

Speaker speaker_1: Three, seven, zero, one.

Speaker speaker_0: Okay. I have best contact, same as the one you called on, which is 918-978-6172.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And I have your m- email down as T-A-R heelfrankly85@yahoo.com.

Speaker speaker_1: Yes.

Speaker speaker_0: So the only thing, Mr. Radwood, would be that that plan is under Section 125, which means that currently you're not paying any taxes for it. Unfortunately, the IRS does have a restriction on it where you're unable to make changes or cancellations unless you have an open enrollment period. Do you by any chance have another policy with another carrier for medical, aside from this one?

Speaker speaker_1: No. No, ma'am.

Speaker speaker_0: Oh, okay. So then you also don't have a qualified live event at the moment, so the only way to really cancel it will be during an open enrollment period, and your company won't be holding theirs until the month of December.

Speaker speaker_1: Okay. All right. I appreciate it.

Speaker speaker_0: I do apologize for that.

Speaker speaker_1: That's all right. Thank you, ma'am.

Speaker speaker_0: Of course. Hope you have a wonderful rest of your day, and thank you for your call today.

Speaker speaker_1: You, too.