

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, and thank you for calling Benefits 000 CR. My name is Francesca. How can I assist you today? I would like to give a call to cancel my benefits plan because I have my own insurance. You say you are calling to the 000 or cancel, I'm sorry, 'cause you have your own insurance? Yes, 'cause they take out money out of my check every week for benefits. Mm-hmm. But I have my own health insurance. Okay. What staffing company do you work with? Called Carlton Staffing. And what are the last four of your social? 97478. For security purposes, can you please verify your mailing address and date of birth? 6/19/2000. My mailing address is 14219 Marina Bay Landing, Sugar Land, Texas 77198. I have your phone number 832-837-5399. 5399, yes. I have your email down as first and last name 2000 at gmail.com. Yes. Oh, I see. That medical preventative care plan, which is what they're deducting the \$16 off, is because Carlton Staffing have a company auto enrollment or their company policy into that medical preventative plan. The only issue is that that plan is under Section 125, which means that you get that deducted prior to taxes, so it's under the IRS regulations. The only time you're able to make cancellations into those plans is if you have a open enrollment period, whether it's your company's or personal, or if you have a qualified life event. So in order to cancel it at the moment, you'll have to wait for your company to hold their company open enrollment period- Miss Callson, I just got off the phone with them. ... which will be on the 23rd. Go ahead, I'm sorry? I just got off the phone with them and they told me that, um, they never had an issue with nobody cancelling. You just cancel. So unfortunately, they provided you wrongful information. This is being deducted pre-tax. The IRS is involved in it. Legally speaking, I can't cancel it. You'll have to wait till December 23rd when your company opens their company open enrollment period to be able to submit a cancellation for that plan. I apologize for that inconvenience. Okay. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, and thank you for calling Benefits 000 CR. My name is Francesca. How can I assist you today?

Speaker speaker_2: I would like to give a call to cancel my benefits plan because I have my own insurance.

Speaker speaker_1: You say you are calling to the 000 or cancel, I'm sorry, 'cause you have your own insurance?

Speaker speaker_2: Yes, 'cause they take out money out of my check every week for benefits.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: But I have my own health insurance.

Speaker speaker_1: Okay. What staffing company do you work with?

Speaker speaker_2: Called Carlton Staffing.

Speaker speaker_1: And what are the last four of your social?

Speaker speaker_2: 97478.

Speaker speaker_1: For security purposes, can you please verify your mailing address and date of birth?

Speaker speaker_2: 6/19/2000. My mailing address is 14219 Marina Bay Landing, Sugar Land, Texas 77198.

Speaker speaker_1: I have your phone number 832-837-5399.

Speaker speaker_2: 5399, yes.

Speaker speaker_1: I have your email down as first and last name 2000 at gmail.com.

Speaker speaker_2: Yes.

Speaker speaker_1: Oh, I see. That medical preventative care plan, which is what they're deducting the \$16 off, is because Carlton Staffing have a company auto enrollment or their company policy into that medical preventative plan. The only issue is that that plan is under Section 125, which means that you get that deducted prior to taxes, so it's under the IRS regulations. The only time you're able to make cancellations into those plans is if you have a open enrollment period, whether it's your company's or personal, or if you have a qualified life event. So in order to cancel it at the moment, you'll have to wait for your company to hold their company open enrollment period-

Speaker speaker_2: Miss Callson, I just got off the phone with them.

Speaker speaker_1: ... which will be on the 23rd. Go ahead, I'm sorry?

Speaker speaker_2: I just got off the phone with them and they told me that, um, they never had an issue with nobody cancelling. You just cancel.

Speaker speaker_1: So unfortunately, they provided you wrongful information. This is being deducted pre-tax. The IRS is involved in it. Legally speaking, I can't cancel it. You'll have to wait till December 23rd when your company opens their company open enrollment period to be able to submit a cancellation for that plan. I apologize for that inconvenience.

Speaker speaker_2: Okay. Thank you.