

## **Transcript: Malcolm**

**Nash-5173798115426304-5018453191639040**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits of... Oh, hello? Can I help you? Yes. Um, this is Gloria Thacher calling. Thanks for calling. Do we ... Pardon? Mm-hmm. This is Gloria Thacher. How can I help you? Okay. I want to cancel my card. What staffing company you work for? MAU. What's the last four of your social? 7186. You say your name's Gloria? Yes. Last name? Thatcher. And for security purposes, can you verify your address and date of birth for me? Yes. 9/12/52 and 2228 East Bryce Street, Apartment One, Paris, Texas. Thank you. Excuse me, there's no phone number on file. Would you like to add a phone number? Well, it might have changed since then. I got, uh, I got 903-669-5748. You said 903-669-5748? Correct. And there's no email on file. Would you like to add an email? Uh, I don't know. All right. So it looks like your plan's under 06/01/25. Since your plan is under 06/01/25, I can't cancel it. You'd have to wait until a company open enrollment period or you have to have a qualifying life event such as marriage or divorce. Having- Well, I, he told me- ... or again, move your coverage from another carrier in order to cancel your coverage. No, he told me it was in December to call up. That, that was the enrollment. Who are you referring to, ma'am? He told me, I talked to, I called this Benefits in the card. And on that- Looks like the last time- Yeah. And he told me- ... the last time was December 7/24. Yeah. Yeah, he told me to cancel, uh, call up in December when enrollment begins again. So it looks like th- their renewal will be December 18th until January 31st. So when do I call? After December 18th. Okay. Call and, and then they'll cancel it. Call after which would be what date based on that work? December 18th. That would be on a Wednesday. Call on a Wednesday at what? December 18th. So call, I can call December 18th? That's, that's when they say should start their open enrollment. Okay. So if I call on the 18th then I can cancel it? Yes, ma'am. Okay. Thank you. All right. No problem. Can I help you with today? Pardon? This is such a- Is there anything else today? Pardon? Was there anything else I could help you with today, ma'am? No, because I just want to cancel it because I, I got on Medicare Part B and, and because this is not canceled, uh, they're just giving me a hard time. I had a, I got like penalized and they're taking out deductions, you know, like 248 a month. And it's, it's just a headache. And how long ago did you gain that coverage? Uh, I don't know. A while back. Okay. Well, yeah. That's what they told me. So open enrollment won't be till the 18th but you may yet- Okay. All right. Thank you. No problem. You have a great rest of your week. You too. Bye. See you. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thanks for calling Benefits of...

Speaker speaker\_2: Oh, hello?

Speaker speaker\_1: Can I help you?

Speaker speaker\_2: Yes. Um, this is Gloria Thacher calling.

Speaker speaker\_1: Thanks for calling. Do we ...

Speaker speaker\_2: Pardon?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: This is Gloria Thacher.

Speaker speaker\_1: How can I help you?

Speaker speaker\_2: Okay. I want to cancel my card.

Speaker speaker\_1: What staffing company you work for?

Speaker speaker\_2: MAU.

Speaker speaker\_1: What's the last four of your social?

Speaker speaker\_2: 7186.

Speaker speaker\_1: You say your name's Gloria?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Thatcher.

Speaker speaker\_1: And for security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: Yes. 9/12/52 and 2228 East Bryce Street, Apartment One, Paris, Texas.

Speaker speaker\_1: Thank you. Excuse me, there's no phone number on file. Would you like to add a phone number?

Speaker speaker\_2: Well, it might have changed since then. I got, uh, I got 903-669-5748.

Speaker speaker\_1: You said 903-669-5748?

Speaker speaker\_2: Correct.

Speaker speaker\_1: And there's no email on file. Would you like to add an email?

Speaker speaker\_2: Uh, I don't know.

Speaker speaker\_1: All right. So it looks like your plan's under 06/01/25. Since your plan is under 06/01/25, I can't cancel it. You'd have to wait until a company open enrollment period or

you have to have a qualifying life event such as marriage or divorce. Having-

Speaker speaker\_2: Well, I, he told me-

Speaker speaker\_1: ... or again, move your coverage from another carrier in order to cancel your coverage.

Speaker speaker\_2: No, he told me it was in December to call up. That, that was the enrollment.

Speaker speaker\_1: Who are you referring to, ma'am?

Speaker speaker\_2: He told me, I talked to, I called this Benefits in the card. And on that-

Speaker speaker\_1: Looks like the last time-

Speaker speaker\_2: Yeah. And he told me-

Speaker speaker\_1: ... the last time was December 7/24.

Speaker speaker\_2: Yeah. Yeah, he told me to cancel, uh, call up in December when enrollment begins again.

Speaker speaker\_1: So it looks like th- their renewal will be December 18th until January 31st.

Speaker speaker\_2: So when do I call?

Speaker speaker\_1: After December 18th.

Speaker speaker\_2: Okay. Call and, and then they'll cancel it. Call after which would be what date based on that work?

Speaker speaker\_1: December 18th. That would be on a Wednesday.

Speaker speaker\_2: Call on a Wednesday at what?

Speaker speaker\_1: December 18th.

Speaker speaker\_2: So call, I can call December 18th?

Speaker speaker\_1: That's, that's when they say should start their open enrollment.

Speaker speaker\_2: Okay. So if I call on the 18th then I can cancel it?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: All right. No problem. Can I help you with today?

Speaker speaker\_2: Pardon? This is such a-

Speaker speaker\_1: Is there anything else today?

Speaker speaker\_2: Pardon?

Speaker speaker\_1: Was there anything else I could help you with today, ma'am?

Speaker speaker\_2: No, because I just want to cancel it because I, I got on Medicare Part B and, and because this is not canceled, uh, they're just giving me a hard time. I had a, I got like penalized and they're taking out deductions, you know, like 248 a month. And it's, it's just a headache.

Speaker speaker\_1: And how long ago did you gain that coverage?

Speaker speaker\_2: Uh, I don't know. A while back.

Speaker speaker\_1: Okay. Well, yeah.

Speaker speaker\_2: That's what they told me.

Speaker speaker\_1: So open enrollment won't be till the 18th but you may yet-

Speaker speaker\_2: Okay. All right. Thank you.

Speaker speaker\_1: No problem. You have a great rest of your week.

Speaker speaker\_2: You too. Bye.

Speaker speaker\_1: See you. Bye.