

Transcript: Malcolm

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Full Transcript

There's a kind of benefits in the card. Oh, sorry. Um, I got a call from you guys not too long ago. All right. What staffing company do you work for? Uh, Carlton. I'm still asked for your social. 1849. You said 1849? Yes, 1849. First name? Um, C-H-I-M-A-M-A-K-A. Last name? Monday. For security purposes, can you verify your address and date of birth for me? 2240 Cromwell Street, 77093 Houston, Texas. The date of birth, 04/05/1999. Okay. You say we got your phone number, 303-570-8649? Yes, sir. And the email is first name, last name at your email.com? First name, middle. Yes. Mm-hmm. Right. So what is... How can I help you today? You say you received a... You had a missed call from us? Yes. So I had spoken to a lady. Can't remember her name. Um, she... 'Cause I was talking about trying to cancel my insurance. Yeah, I was trying to cancel my insurance, so- You say you were trying to apply for some insurance? Cancel. I was trying to cancel my insurance. Okay. I can get that canceled for you. Let me see. Actually, let's see. How long have you been with the company? Mm. Since February 10th. Okay. So yeah, unfortunately at this point I wouldn't be able to cancel your coverage unless you have a company open enrollment period or you have a qualifying life event such as marriage or divorce, having or adopting a child or gaining or losing coverage from another carrier because of Section 125. Section 125 is the IRS regulation that allows you to get enrolled in these plans pre-tax. Okay. Since they allow you to get it pre-tax, you're not allowed to get it canceled unless you have a company open enrollment period or qualifying event. What do you mean by company enrollment? Open enrollment for the company and their employers. Okay. But, um, I'm under contract with Carlton Staffing so, um, okay. Okay. So the only way that you'll be able to cancel is with a company open enrollment period or you have to have a qualifying life event such as marriage or divorce, having or adopting a child, or gaining or losing coverage from another carrier. Mm. Okay. All right. All right. Well, anything else I can help you with today, Ms. Monday? No, that'll be all. Could you send that to me as an email please? Uh, to be h... We don't have an email where we send that. I don't have an email? I'm sorry. We don't have an email where we send that information. Okay. Okay, that's cool. Sure. That's fine. Okay. Thank you. No problem, Ms. Monday. You have a great rest of your week. Oh, you too. Bye. Bye.

Conversation Format

Speaker speaker_0: There's a kind of benefits in the card.

Speaker speaker_1: Oh, sorry. Um, I got a call from you guys not too long ago.

Speaker speaker_0: All right. What staffing company do you work for?

Speaker speaker_1: Uh, Carlton.

Speaker speaker_0: I'm still asked for your social.

Speaker speaker_1: 1849.

Speaker speaker_0: You said 1849?

Speaker speaker_1: Yes, 1849.

Speaker speaker_0: First name?

Speaker speaker_1: Um, C-H-I-M-A-M-A-K-A.

Speaker speaker_0: Last name?

Speaker speaker_1: Monday.

Speaker speaker_0: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: 2240 Cromwell Street, 77093 Houston, Texas. The date of birth, 04/05/1999.

Speaker speaker_0: Okay. You say we got your phone number, 303-570-8649?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email is first name, last name at your email.com?

Speaker speaker_1: First name, middle. Yes.

Speaker speaker_0: Mm-hmm. Right. So what is... How can I help you today? You say you received a... You had a missed call from us?

Speaker speaker_1: Yes. So I had spoken to a lady. Can't remember her name. Um, she... 'Cause I was talking about trying to cancel my insurance. Yeah, I was trying to cancel my insurance, so-

Speaker speaker_0: You say you were trying to apply for some insurance?

Speaker speaker_1: Cancel. I was trying to cancel my insurance.

Speaker speaker_0: Okay. I can get that canceled for you. Let me see. Actually, let's see. How long have you been with the company?

Speaker speaker_1: Mm. Since February 10th.

Speaker speaker_0: Okay. So yeah, unfortunately at this point I wouldn't be able to cancel your coverage unless you have a company open enrollment period or you have a qualifying life event such as marriage or divorce, having or adopting a child or gaining or losing coverage from another carrier because of Section 125. Section 125 is the IRS regulation that allows you to get enrolled in these plans pre-tax.

Speaker speaker_1: Okay.

Speaker speaker_0: Since they allow you to get it pre-tax, you're not allowed to get it canceled unless you have a company open enrollment period or qualifying event.

Speaker speaker_1: What do you mean by company enrollment?

Speaker speaker_0: Open enrollment for the company and their employers.

Speaker speaker_1: Okay. But, um, I'm under contract with Carlton Staffing so, um, okay.

Speaker speaker_0: Okay. So the only way that you'll be able to cancel is with a company open enrollment period or you have to have a qualifying life event such as marriage or divorce, having or adopting a child, or gaining or losing coverage from another carrier.

Speaker speaker_1: Mm. Okay. All right.

Speaker speaker_0: All right. Well, anything else I can help you with today, Ms. Monday?

Speaker speaker_1: No, that'll be all. Could you send that to me as an email please?

Speaker speaker_0: Uh, to be h... We don't have an email where we send that.

Speaker speaker_1: I don't have an email?

Speaker speaker_0: I'm sorry. We don't have an email where we send that information.

Speaker speaker_1: Okay. Okay, that's cool. Sure. That's fine. Okay. Thank you.

Speaker speaker_0: No problem, Ms. Monday. You have a great rest of your week.

Speaker speaker_1: Oh, you too. Bye.

Speaker speaker_0: Bye.