

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, how can I help you? okay, how can I help you? Hello. How are you doing? Doing good. How about you? Good. Um, I was calling... um, my husband, um, he has, um, insurance, I think through your company, and, um, I was calling, um, to see, um, what number would he call if he needed to stop enrollment? He can call us. Are, are you on his coverage or is it just him? It's just him. Yeah, he will call us. To get it canceled? Is that what you're referring to? To get his coverage canceled? Yeah. Yeah, 'cause I put, um, I put him on my insurance for next year. So he doesn't need it- Say that one more time. I guess need it... I put him on my insurance for next year so he doesn't need to be on the insurance starting January 1. Okay, so yeah, you, you just get him to call us and we can... Depending on if his coverage is under Section 125 or not and when he is in his coverage period, then we'll be able to cancel that coverage. Oh, okay. Okay, thank you. No problem. Was there anything else I could help you with today? No. Have a good one. Happy holidays. You too. Thank you.

Conversation Format

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

Speaker speaker_1: Hey, how can I help you? okay, how can I help you?

Speaker speaker_2: Hello. How are you doing?

Speaker speaker_1: Doing good. How about you?

Speaker speaker_2: Good. Um, I was calling... um, my husband, um, he has, um, insurance, I think through your company, and, um, I was calling, um, to see, um, what number would he call if he needed to stop enrollment?

Speaker speaker_1: He can call us. Are, are you on his coverage or is it just him?

Speaker speaker_2: It's just him.

Speaker speaker_1: Yeah, he will call us. To get it canceled? Is that what you're referring to? To get his coverage canceled?

Speaker speaker_2: Yeah. Yeah, 'cause I put, um, I put him on my insurance for next year. So he doesn't need it-

Speaker speaker_1: Say that one more time.

Speaker speaker_2: I guess need it... I put him on my insurance for next year so he doesn't need to be on the insurance starting January 1.

Speaker speaker_1: Okay, so yeah, you, you just get him to call us and we can... Depending on if his coverage is under Section 125 or not and when he is in his coverage period, then we'll be able to cancel that coverage.

Speaker speaker_2: Oh, okay. Okay, thank you.

Speaker speaker_1: No problem. Was there anything else I could help you with today?

Speaker speaker_2: No. Have a good one. Happy holidays.

Speaker speaker_1: You too. Thank you.