

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Hi, um, I've recently changed jobs and, uh, now have health insurance covered. Um, I wasn't sure how to, um, cancel my enrollment through Benefits in a Card. Sure, uh, may I have the name of the staffing agency you're working for? Yes. Creative Circle. You... Last four digits of the Social? 0332. First and last name, sir. Ryan Grieco. Mr. Grieco, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. 98630 Featherwood Lane, Dayton, Ohio 45458. And my date of birth is November 20th, 1987. Thank you. We have a telephone number on file which is 97- I mean, sorry, 937-416-2433. J- That's correct. And your email is your first name, JGrieco, your last name, @gmail.com? Mm-hmm. Okay. You said that you got... You're gonna have new benefits through the company you're working for? Um, actually, through a different company. Okay. So, the plan that you have, it's under Section 125, which is an IRS regulation. Mm-hmm. It will cancel on its own when we don't start receiving the payment from Creative Circle. Oh, okay. Because like if- if you... Like, for me to cancel right now, you will have a qualif-... You will need to have that qualified live event, which you do, but, um, we will need you to send us some proof that you're getting enrolled in a new, uh, plan with the new company. But- Okay. ... since you're no longer going to be working for Creative Circle, um, it will cancel on its own. Oh. Um, I am still going to work with Creative Circle, um, so I appreciate that additional information. I just work with Creative Circle for a couple hours a week though. Um, and I found a full-time job. Okay. So, in that case, are you gonna get, um, benefits through them? I am going to get benefits through the new job, yes. Okay. So, when you're ready to enroll with them and your- Mm-hmm. ... do all your process, then get that confirmation and call us back. Got to do it within the first 30 days. And that way, we have that proof and we'll be able to cancel. But as far as I see here, 'cause sometimes, um, if you don't make enough to make the payments, um, they won't be able to make the deductions anyways. But, um- Got it. ... I won't be able to cancel it because of that Section 125. Oh, um. Is that... Yeah. I- I don't mean to interrupt. I- I do have actually... So, I have enrolled, um, and I did get my, um, health... New health insurance. Okay. So, um, is this been with the last 30 days, within the last 30 days? Yes. Okay. So, I'm gonna do is I'm gonna send you a qualified live event. You're gonna follow the instruction there. You could reply to that same email, and allow us about 48 to 72 hours, um, for the back office to go over the information you're gonna send, and I will be reaching out to you. Okay. Letting you know that the- the cancellation went through, that we don't need any more information, or if we need anything else, I'll also will let you know. Okay. Thank you so much. No problem. So, the email will be coming in from info@benefitsinacard. Check your spam and junk mail. It might go there. Okay. Just make sure you, um... You could, like I said, you could reply to the same email and send that information there. You will have all... In the

email, you have all, um, the instruction. Okay. Fantastic. Thank you. I really appreciate it. A-anything else I could do for you, sir? No, that was everything. All right. Thank you for giving us a call. Have a great rest of the day. Thank you. You too. Bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi, um, I've recently changed jobs and, uh, now have health insurance covered. Um, I wasn't sure how to, um, cancel my enrollment through Benefits in a Card.

Speaker speaker_0: Sure, uh, may I have the name of the staffing agency you're working for?

Speaker speaker_1: Yes. Creative Circle.

Speaker speaker_0: You... Last four digits of the Social?

Speaker speaker_1: 0332.

Speaker speaker_0: First and last name, sir.

Speaker speaker_1: Ryan Grieco.

Speaker speaker_0: Mr. Grieco, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_1: 98630 Featherwood Lane, Dayton, Ohio 45458. And my date of birth is November 20th, 1987.

Speaker speaker_0: Thank you. We have a telephone number on file which is 97- I mean, sorry, 937-416-2433. J-

Speaker speaker_1: That's correct.

Speaker speaker_0: And your email is your first name, JGrieco, your last name, @gmail.com?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. You said that you got... You're gonna have new benefits through the company you're working for?

Speaker speaker_1: Um, actually, through a different company.

Speaker speaker_0: Okay. So, the plan that you have, it's under Section 125, which is an IRS regulation.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: It will cancel on its own when we don't start receiving the payment from Creative Circle.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Because like if- if you... Like, for me to cancel right now, you will have a qualif-... You will need to have that qualified live event, which you do, but, um, we will need you to send us some proof that you're getting enrolled in a new, uh, plan with the new company. But-

Speaker speaker_1: Okay.

Speaker speaker_0: ... since you're no longer going to be working for Creative Circle, um, it will cancel on its own.

Speaker speaker_1: Oh. Um, I am still going to work with Creative Circle, um, so I appreciate that additional information. I just work with Creative Circle for a couple hours a week though. Um, and I found a full-time job.

Speaker speaker_0: Okay. So, in that case, are you gonna get, um, benefits through them?

Speaker speaker_1: I am going to get benefits through the new job, yes.

Speaker speaker_0: Okay. So, when you're ready to enroll with them and your-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... do all your process, then get that confirmation and call us back. Got to do it within the first 30 days. And that way, we have that proof and we'll be able to cancel. But as far as I see here, 'cause sometimes, um, if you don't make enough to make the payments, um, they won't be able to make the deductions anyways. But, um-

Speaker speaker_1: Got it.

Speaker speaker_0: ... I won't be able to cancel it because of that Section 125.

Speaker speaker_1: Oh, um.

Speaker speaker_0: Is that... Yeah.

Speaker speaker_1: I- I don't mean to interrupt. I- I do have actually... So, I have enrolled, um, and I did get my, um, health... New health insurance.

Speaker speaker_0: Okay. So, um, is this been with the last 30 days, within the last 30 days?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So, I'm gonna do is I'm gonna send you a qualified live event. You're gonna follow the instruction there. You could reply to that same email, and allow us about 48 to 72 hours, um, for the back office to go over the information you're gonna send, and I will be reaching out to you.

Speaker speaker_1: Okay.

Speaker speaker_0: Letting you know that the- the cancellation went through, that we don't need any more information, or if we need anything else, I'll also will let you know.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: No problem. So, the email will be coming in from info@benefitsinacard. Check your spam and junk mail. It might go there.

Speaker speaker_1: Okay.

Speaker speaker_0: Just make sure you, um... You could, like I said, you could reply to the same email and send that information there. You will have all... In the email, you have all, um, the instruction.

Speaker speaker_1: Okay. Fantastic. Thank you. I really appreciate it.

Speaker speaker_0: A- anything else I could do for you, sir?

Speaker speaker_1: No, that was everything.

Speaker speaker_0: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: Thank you. You too. Bye.

Speaker speaker_0: Bye-bye.