

## **Transcript: Pamela**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits This is Pamela speaking. How may I help you? Yes, my name is Shane Wright and I'm calling to, um, cancel my health benefits because I just, uh, found out that I still already have health coverage. And who do you work for? Uh, Partners Personnel. May I have the last four digits of your social so I can pull up your file, sir? 7571. Uh-uh, and what was your first and last name, sir? Shane Wright. Mr. Wright, for security reasons and just to make sure we are in the correct file, can we please verify your complete address and date of birth? Yeah. Address 39600 Fremont Boulevard, Apartment, uh, 16, and date of birth, 07-28-1988. Thank you for the information. We have a telephone number on file, 510-372-6918 and- Yeah. ... your email is your first name, YBO, 100 email dot com? Yeah. I want to keep the dental but I don't want the health coverage. Uh-uh. Oh. Unfortunately, you cannot cancel at this time unless you go through a qualified live event. 'Cause a partner personnel is under Section 125, which is an I- IRA regulation. So you have to stay within the plan. Oh. So how am I gonna... So is... I'm just gonna have two health insurances? You could do that. I mean, and when, when do you got the new health insurance? It's, I already have it now. They already told me I have Kaiser right now. But when did you enroll in that plan? Uh, uh, earlier this year. I mean, it's less than 30 months, like 30 days? Uh, yeah. 'Cause I could send you an email with the instructions that you can send the proof that it's been less than 30 days and see if you qualify for, uh, cancellation. Okay. So the email will be coming in from info@benefits Check your spam and junk mail, follow the instructions, send it as soon as possible and after we receive it and it's reviewed, we will be contacting you. It'll probably take seven to, um, sorry, 48 to 72 hours. Okay. Right. Um, so- All right. ... when you receive it, you could reply to that same email that I'm sending you. Okay. Okay? Remember, check your spam and junk mail. All right. All right. Thank you for giving us a call. Have a great rest of the day. You too.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefits

Speaker speaker\_2: This is Pamela speaking. How may I help you?

Speaker speaker\_3: Yes, my name is Shane Wright and I'm calling to, um, cancel my health benefits because I just, uh, found out that I still already have health coverage.

Speaker speaker\_2: And who do you work for?

Speaker speaker\_3: Uh, Partners Personnel.

Speaker speaker\_2: May I have the last four digits of your social so I can pull up your file, sir?

Speaker speaker\_3: 7571.

Speaker speaker\_2: Uh-uh, and what was your first and last name, sir?

Speaker speaker\_3: Shane Wright.

Speaker speaker\_2: Mr. Wright, for security reasons and just to make sure we are in the correct file, can we please verify your complete address and date of birth?

Speaker speaker\_3: Yeah. Address 39600 Fremont Boulevard, Apartment, uh, 16, and date of birth, 07-28-1988.

Speaker speaker\_2: Thank you for the information. We have a telephone number on file, 510-372-6918 and-

Speaker speaker\_3: Yeah.

Speaker speaker\_2: ... your email is your first name, YBO, 100 email dot com?

Speaker speaker\_3: Yeah. I want to keep the dental but I don't want the health coverage.

Speaker speaker\_2: Uh-uh. Oh. Unfortunately, you cannot cancel at this time unless you go through a qualified live event. 'Cause a partner personnel is under Section 125, which is an I-IRA regulation. So you have to stay within the plan.

Speaker speaker\_3: Oh. So how am I gonna... So is... I'm just gonna have two health insurances?

Speaker speaker\_2: You could do that. I mean, and when, when do you got the new health insurance?

Speaker speaker\_3: It's, I already have it now. They already told me I have Kaiser right now.

Speaker speaker\_2: But when did you enroll in that plan?

Speaker speaker\_3: Uh, uh, earlier this year.

Speaker speaker\_2: I mean, it's less than 30 months, like 30 days?

Speaker speaker\_3: Uh, yeah.

Speaker speaker\_2: 'Cause I could send you an email with the instructions that you can send the proof that it's been less than 30 days and see if you qualify for, uh, cancellation.

Speaker speaker\_3: Okay.

Speaker speaker\_2: So the email will be coming in from info@benefits Check your spam and junk mail, follow the instructions, send it as soon as possible and after we receive it and it's reviewed, we will be contacting you. It'll probably take seven to, um, sorry, 48 to 72 hours.

Speaker speaker\_3: Okay.

Speaker speaker\_2: Right. Um, so-

Speaker speaker\_3: All right.

Speaker speaker\_2: ... when you receive it, you could reply to that same email that I'm sending you.

Speaker speaker\_3: Okay.

Speaker speaker\_2: Okay? Remember, check your spam and junk mail.

Speaker speaker\_3: All right.

Speaker speaker\_2: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker\_3: You too.