

Transcript: Francesca

Baez-5828806826737664-6075813080285184

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10 o'clock. My name is Francesca. How may I assist you today? Yes, hi. How are you doing? I'm, uh, Kendall Sewell. I work through BGSL Staffing. And, um, I just, um, called my coordinator and everything. I see that you, um, took out insurance when I didn't sign up for it, and I've been working with BGSL for about a couple months, and this is the first time y'all ever took it out. Okay, I'll have to take a look and see in your account to see what's going on. What are the last four of the social? 2095. What is the last name, Mr. Turner? Suell. Last name is Suell, S-U-E-L-L. S-U-E-L-L, there we go. Mm-hmm. Could you please verify your mailing address and date of birth? 649 Dale Rose 04 2989. We have the best number to reach you down at 901-691-9872. Yes. I have your email down, pablo2lrg@gmail.com. Yes. The reason why you're seeing those deductions, sir, is 'cause we received a notice November 21st of a court order. Of a court order? Yes, sir. Um, who or where? Bear with me one moment. It was from Child Services, sir, in Memphis, Tennessee. From Child Services. I'm, that's why I'm trying to see, like, what- what was y'all ordered to take out the money for, like? So Child Services- I have... I know I... No, I'm not talking about child support. I know I have the child support coming out. Yes, sir. So per court order, the health insurance that's being taken out was the Child Services that issued the court order for it to be taken out. Oh. So... I don't understand this. So what I, who, who would I need to talk to about that? Child Services? It'll be the court. Um, if this makes it sound b- like, simpler, I know, 'cause it can be, uh, very confusing. Basically, Child Services issue a court order where you're mandated to provide insurance for a dependent. We legally cannot advise you who specifically that dependent is, but I can explain it to you in that sense. That's why you have those deductions, because Child Services sent a court order mandating you to provide health insurance for certain children, or child. Oh, okay. I believe I know who. Okay. Mm-hmm. I can give you the court phone number, if you would like. No, ma'am, don't worry about it, if, I- You want it? Yes, yes, yes, yes, yes, I will, uh, yes. Let me get the number. Let me get the number so I can make a call. Okay. Of course. Let me know whenever you're ready. Just to make sure. Hold on. Hold on, just a moment. Hold on. Take your time. Mm... Gotta find me that number. Okay. All right. It is 901... 901. 432... 432. 6700. Okay. And you said, they, uh, this is, any numbers or reference number that I need? Um, so my understanding, we're only allowed to give the phone number for the court house in regards to the court order itself. Okay. All right. All right. Well, is there anything else that I can assist you with today? No, that'll be it. All right. I hope you have a wonderful rest of your day, and thank you for your time today, sir. All right.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits 10 o'clock. My name is Francesca. How may I assist you today?

Speaker speaker_2: Yes, hi. How are you doing? I'm, uh, Kendall Sewell. I work through BGSL Staffing. And, um, I just, um, called my coordinator and everything. I see that you, um, took out insurance when I didn't sign up for it, and I've been working with BGSL for about a couple months, and this is the first time y'all ever took it out.

Speaker speaker_1: Okay, I'll have to take a look and see in your account to see what's going on. What are the last four of the social?

Speaker speaker_2: 2095.

Speaker speaker_1: What is the last name, Mr. Turner?

Speaker speaker_2: Suell. Last name is Suell, S-U-E-L-L.

Speaker speaker_1: S-U-E-L-L, there we go.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Could you please verify your mailing address and date of birth?

Speaker speaker_2: 649 Dale Rose 04 2989.

Speaker speaker_1: We have the best number to reach you down at 901-691-9872.

Speaker speaker_2: Yes.

Speaker speaker_1: I have your email down, pablo2lrg@gmail.com.

Speaker speaker_2: Yes.

Speaker speaker_1: The reason why you're seeing those deductions, sir, is 'cause we received a notice November 21st of a court order.

Speaker speaker_2: Of a court order?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Um, who or where?

Speaker speaker_1: Bear with me one moment. It was from Child Services, sir, in Memphis, Tennessee.

Speaker speaker_2: From Child Services. I'm, that's why I'm trying to see, like, what- what was y'all ordered to take out the money for, like?

Speaker speaker_1: So Child Services-

Speaker speaker_2: I have... I know I... No, I'm not talking about child support. I know I have the child support coming out.

Speaker speaker_1: Yes, sir. So per court order, the health insurance that's being taken out was the Child Services that issued the court order for it to be taken out.

Speaker speaker_2: Oh. So... I don't understand this. So what I, who, who would I need to talk to about that? Child Services?

Speaker speaker_1: It'll be the court. Um, if this makes it sound b- like, simpler, I know, 'cause it can be, uh, very confusing. Basically, Child Services issue a court order where you're mandated to provide insurance for a dependent. We legally cannot advise you who specifically that dependent is, but I can explain it to you in that sense. That's why you have those deductions, because Child Services sent a court order mandating you to provide health insurance for certain children, or child.

Speaker speaker_2: Oh, okay. I believe I know who. Okay.

Speaker speaker_1: Mm-hmm. I can give you the court phone number, if you would like.

Speaker speaker_2: No, ma'am, don't worry about it, if, I-

Speaker speaker_1: You want it?

Speaker speaker_2: Yes, yes, yes, yes, yes, I will, uh, yes. Let me get the number. Let me get the number so I can make a call.

Speaker speaker_1: Okay. Of course. Let me know whenever you're ready.

Speaker speaker_2: Just to make sure. Hold on. Hold on, just a moment. Hold on.

Speaker speaker_1: Take your time.

Speaker speaker_2: Mm... Gotta find me that number. Okay. All right.

Speaker speaker_1: It is 901...

Speaker speaker_2: 901.

Speaker speaker_1: 432...

Speaker speaker_2: 432.

Speaker speaker_1: 6700.

Speaker speaker_2: Okay. And you said, they, uh, this is, any numbers or reference number that I need?

Speaker speaker_1: Um, so my understanding, we're only allowed to give the phone number for the court house in regards to the court order itself.

Speaker speaker_2: Okay. All right.

Speaker speaker_1: All right. Well, is there anything else that I can assist you with today?

Speaker speaker_2: No, that'll be it.

Speaker speaker_1: All right. I hope you have a wonderful rest of your day, and thank you for your time today, sir.

Speaker speaker_2: All right.