

## Transcript: Franchesca

**Baez-5996669179445248-6202973504323584**

### Full Transcript

Hi, could I speak with someone ... my name is Jessica. How can I assist you today? Uh, yeah, I don't... Um, they gave me this number and said, I guess, to call about money being took out of my check that I don't even know, uh, why it's being took out or what you guys are taking for. Okay. So we don't have access to the paychecks of the staffing company's employees. We administer their health insurance. I can take a look and see if your current staffing company has any type of auto-enrollment. Yeah, they said that's- So wh- ... what it was for is, uh, some kinda insurance. I don't... I shouldn't, there shouldn't be nothing being took out of my check for no kinda insurance. Okay, let's take a look and see if they have auto-enrollment or if you declined it. Which staffing company are you with? Crown. What are the last four of the Social? 9883. And your last name, please? Janke. Janke, please verify your mailing address and date of birth for security purposes. 416 Dayton Avenue, Dayton, Kentucky. And that date of birth, if you'd be so kind? 06/09/84. We have the best phone number to reach you, same as the one that you called on, 859-443-6700. Is this correct? Oh, shit. Mr. Janke, was that phone number I provided correct? Sorry, give me one... get my Bluetooth- Okay. ... picked up. Okay. Can you hear me now? Yes, sir. God damn that. I was asking you if the phone number you're calling on, 859-443-6700 which we have on the account is the best contact information? Mr. Janke, can you hear me? Yeah, sorry. Was that the correct phone number for the contact information? Yep. 859-443-6700. All right, and then I have your email down as 1984theresalease@gmail.com. The realest... Yep. So you have court order benefits? Yeah, child support, but they was- Yes, sir. That should be the only thing and that, um, that's already been being took out. Something else is being took out that, uh, this week was the first week they'd done it. But it's almost, uh, it's about \$60 difference than what it should be. So I don't... I asked at my job about it, and they gave me this number and said to call as some kinda insurance is being took out. Yes, sir. Once again, you have a court order for those benefits. Which is what, the child support? No, sir, I believe those are two different charges. Health insurance court order and child support are two different things. Well- You currently have that policy of \$60.21 that was issued by the court that you're mandated to have and provide three dependents. Which is what? What is that for? It shows that it is for medical, vision and dental. Well, I don't get what they're... I ha- I don't... I have insurance though I don't understand how they're just taking that out of my check. I don't... And then, so they're taking that and then child support, right? I don't have access to your paycheck, I can only see the insurance portion. Okay. So how do I stop that? You can speak with the court. I can give you the phone number on the notice document and the case identifier and you can further speak with them. Okay. Let me know when you're ready for that phone number. I'm ready. 859-491- Yep. ... 4114. And the case identifier is 004- Um, I don't have nothing to write that down with, so I guess I'll just call this number and tell them what I talked with you. Understood. They'll be able to further

explain the court order mandated benefits. All right. Was there anything else regarding the policy that I can assist you with today? Nope. All right. I do hope you have a wonderful rest of your day, and thank you for your time today, sir. You too.

## Conversation Format

Speaker speaker\_0: Hi, could I speak with someone ... my name is Jessica. How can I assist you today?

Speaker speaker\_1: Uh, yeah, I don't... Um, they gave me this number and said, I guess, to call about money being took out of my check that I don't even know, uh, why it's being took out or what you guys are taking for.

Speaker speaker\_0: Okay. So we don't have access to the paychecks of the staffing company's employees. We administer their health insurance. I can take a look and see if your current staffing company has any type of auto-enrollment.

Speaker speaker\_1: Yeah, they said that's-

Speaker speaker\_0: So wh-

Speaker speaker\_1: ... what it was for is, uh, some kinda insurance. I don't... I shouldn't, there shouldn't be nothing being took out of my check for no kinda insurance.

Speaker speaker\_0: Okay, let's take a look and see if they have auto-enrollment or if you declined it. Which staffing company are you with?

Speaker speaker\_1: Crown.

Speaker speaker\_0: What are the last four of the Social?

Speaker speaker\_1: 9883.

Speaker speaker\_0: And your last name, please?

Speaker speaker\_1: Janke.

Speaker speaker\_0: Janke, please verify your mailing address and date of birth for security purposes.

Speaker speaker\_1: 416 Dayton Avenue, Dayton, Kentucky.

Speaker speaker\_0: And that date of birth, if you'd be so kind?

Speaker speaker\_1: 06/09/84.

Speaker speaker\_0: We have the best phone number to reach you, same as the one that you called on, 859-443-6700. Is this correct?

Speaker speaker\_1: Oh, shit.

Speaker speaker\_0: Mr. Janke, was that phone number I provided correct?

Speaker speaker\_1: Sorry, give me one... get my Bluetooth-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... picked up. Okay. Can you hear me now?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: God damn that.

Speaker speaker\_0: I was asking you if the phone number you're calling on, 859-443-6700 which we have on the account is the best contact information? Mr. Janke, can you hear me?

Speaker speaker\_1: Yeah, sorry.

Speaker speaker\_0: Was that the correct phone number for the contact information?

Speaker speaker\_1: Yep. 859-443-6700.

Speaker speaker\_0: All right, and then I have your email down as 1984theresalease@gmail.com.

Speaker speaker\_1: The realest... Yep.

Speaker speaker\_0: So you have court order benefits?

Speaker speaker\_1: Yeah, child support, but they was-

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: That should be the only thing and that, um, that's already been being took out. Something else is being took out that, uh, this week was the first week they'd done it. But it's almost, uh, it's about \$60 difference than what it should be. So I don't... I asked at my job about it, and they gave me this number and said to call as some kinda insurance is being took out.

Speaker speaker\_0: Yes, sir. Once again, you have a court order for those benefits.

Speaker speaker\_1: Which is what, the child support?

Speaker speaker\_0: No, sir, I believe those are two different charges. Health insurance court order and child support are two different things.

Speaker speaker\_1: Well-

Speaker speaker\_0: You currently have that policy of \$60.21 that was issued by the court that you're mandated to have and provide three dependents.

Speaker speaker\_1: Which is what? What is that for?

Speaker speaker\_0: It shows that it is for medical, vision and dental.

Speaker speaker\_1: Well, I don't get what they're... I ha- I don't... I have insurance though I don't understand how they're just taking that out of my check. I don't... And then, so they're taking that and then child support, right?

Speaker speaker\_0: I don't have access to your paycheck, I can only see the insurance portion.

Speaker speaker\_1: Okay. So how do I stop that?

Speaker speaker\_0: You can speak with the court. I can give you the phone number on the notice document and the case identifier and you can further speak with them.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Let me know when you're ready for that phone number.

Speaker speaker\_1: I'm ready.

Speaker speaker\_0: 859-491-

Speaker speaker\_1: Yep.

Speaker speaker\_0: ... 4114. And the case identifier is 004-

Speaker speaker\_1: Um, I don't have nothing to write that down with, so I guess I'll just call this number and tell them what I talked with you.

Speaker speaker\_0: Understood. They'll be able to further explain the court order mandated benefits.

Speaker speaker\_1: All right.

Speaker speaker\_0: Was there anything else regarding the policy that I can assist you with today?

Speaker speaker\_1: Nope.

Speaker speaker\_0: All right. I do hope you have a wonderful rest of your day, and thank you for your time today, sir.

Speaker speaker\_1: You too.