

## **Transcript: Franchesca**

**Baez-6330667093770240-5308002631467008**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. This must be a joke. Thank you for calling Benefiting Okla. My name is Francesca. How can I assist you today? Hello? Yes, sir. I'm calling about... This is a major advance. I'm calling about some insurance getting took out of my check that been going around. Okay. What staffing company do you work with? Uh, Serge Staffing. What are the last four of your Social to locate your account? Six, zero, four, four. I'm sorry? Six, zero, four, four. Could you please verify your mailing address and date of birth? My mailing address is 125 Mike Avenue, Sun Town, Mississippi 38849. We have a different one actually. Do they got, uh, 2690 McCullough Boulevard? Yes, sir. Yeah, that's my current. Okay. What are the city, state and zip code, please? Uh, the city is Delton, Mississippi. The zip code is 38826. All right. And can I have your date of birth, please? July 17th, 2000. Your best phone number to reach is 662-873-1710? Yes, ma'am. And I have your email then as first and last name at icloud.com? Yes, ma'am. All right. And how can we assist you in regards to the current policy? Hey, um, I had been tried to get this insurance took off, like turned off, 'cause I- I was trying to pay it out my check. I had tried to get it cut off like a couple of months ago. But I was on the phone with somebody and they said I couldn't 'cause it was child support, like a court order. But every time I called the child support office, they said that it's not a court order, they don't even have y'all in their system. So, um, and I'm paying insurance from my second job. This is my second job. I'm paying insurance for my second job and my first job, so that don't make sense either. And it's been coming out for ever since I been working there and I'm just trying to see, like, am I gonna get reimbursed from that? 'Cause I'm, I'm paying insurance through different places and I had been called y'all and said I didn't need the insurance. And I been trying to cut it off but they wouldn't. And then when I called the child support office and told them about it, they said that y'all had to reach out to them and both of y'all are just giving me the runaround. But it's steady coming out of my check. And it don't need to be, because I'm already paying insurance so it's like I'm paying insurance twice from somewhere e- each month and it don't make no sense. Understood. So I do apologize for this inconvenience. Unfortunately, legally speaking, we need a termination notice from the court to be issued and sent to us. We are unable to answer right- Okay, well, I, I just got off the phone with them. Like is there any way, like... 'Cause I mean, I'm trying to tell y'all. Both y'all telling me the same thing and, I mean, this, it's not playing with y'all money, it's playing with my money, and it's affecting my life. I understand that sir. If you would like I can provide- So That's why I'm trying to get some help with. Okay. I was gonna say if you would like I can provide you the phone number that's on the issuer order for you to speak with them. Maybe you're speaking with the wrong office. But legally speaking, our hands are tied. Okay. We cannot do anything without that letter. All right. So what's the phone number that's on the court order issue? It's 877- 877. 882- 882. 4916. 4916. All right. I

do have the child support office to call y'all too so I can get that turned off, but, uh, I'll call this number too. Yes, sir. Um, I do want to advise you, the only way is that termination letter. We wouldn't be able to cancel it with someone calling us. We need an official legal document stating it. All right. So could they, like are they gonna reimburse me the money they been taking? 'Cause I mean, I already have insurance. I already been had insurance. No, sir. We wouldn't be able to issue any reimbursement at this current moment per the documents on your current account. Due to the fact that there- How does that work if I already been paying it though? Like I've just been paying it for no reason and I been trying to get it took off. And y'all said that y'all record these phone calls, so that phone call would be recorded, though it should be. It is, sir. But like I'm advising you, our hands are crossed. We get a legal notice advising us that you have to be on that insurance. All we're doing is our job. We're following the legal procedure that has been sent to us requesting us to follow- All right. So do y'all have somebody hired up that I can talk to? You can speak with any supervisor if you would like. I do not mind transferring you, but they will advise you the same, sir. Hold on. All right. He's here. Okay. Okay. Did you need me to see that to the supervisor? No, I'll call back. I'm finna call this number that you gave me. Understood. I hope you have a wonderful rest of your day and hopefully you speak with someone that will be able to assist with this issue. Yeah, I...

## Conversation Format

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

Speaker speaker\_1: This must be a joke.

Speaker speaker\_2: Thank you for calling Benefiting Okla. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Hello?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: I'm calling about... This is a major advance. I'm calling about some insurance getting took out of my check that been going around.

Speaker speaker\_2: Okay. What staffing company do you work with?

Speaker speaker\_1: Uh, Serge Staffing.

Speaker speaker\_2: What are the last four of your Social to locate your account?

Speaker speaker\_1: Six, zero, four, four.

Speaker speaker\_2: I'm sorry?

Speaker speaker\_1: Six, zero, four, four.

Speaker speaker\_2: Could you please verify your mailing address and date of birth?

Speaker speaker\_1: My mailing address is 125 Mike Avenue, Sun Town, Mississippi 38849.

Speaker speaker\_2: We have a different one actually.

Speaker speaker\_1: Do they got, uh, 2690 McCullough Boulevard?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Yeah, that's my current.

Speaker speaker\_2: Okay. What are the city, state and zip code, please?

Speaker speaker\_1: Uh, the city is Delton, Mississippi. The zip code is 38826.

Speaker speaker\_2: All right. And can I have your date of birth, please?

Speaker speaker\_1: July 17th, 2000.

Speaker speaker\_2: Your best phone number to reach is 662-873-1710?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: And I have your email then as first and last name at icloud.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: All right. And how can we assist you in regards to the current policy?

Speaker speaker\_1: Hey, um, I had been tried to get this insurance took off, like turned off, 'cause I- I was trying to pay it out my check. I had tried to get it cut off like a couple of months ago. But I was on the phone with somebody and they said I couldn't 'cause it was child support, like a court order. But every time I called the child support office, they said that it's not a court order, they don't even have y'all in their system. So, um, and I'm paying insurance from my second job. This is my second job. I'm paying insurance for my second job and my first job, so that don't make sense either. And it's been coming out for ever since I been working there and I'm just trying to see, like, am I gonna get reimbursed from that? 'Cause I'm, I'm paying insurance through different places and I had been called y'all and said I didn't need the insurance. And I been trying to cut it off but they wouldn't. And then when I called the child support office and told them about it, they said that y'all had to reach out to them and both of y'all are just giving me the runaround. But it's steady coming out of my check. And it don't need to be, because I'm already paying insurance so it's like I'm paying insurance twice from somewhere e- each month and it don't make no sense.

Speaker speaker\_2: Understood. So I do apologize for this inconvenience. Unfortunately, legally speaking, we need a termination notice from the court to be issued and sent to us. We are unable to answer right-

Speaker speaker\_1: Okay, well, I, I just got off the phone with them. Like is there any way, like... 'Cause I mean, I'm trying to tell y'all. Both y'all telling me the same thing and, I mean, this, it's not playing with y'all money, it's playing with my money, and it's affecting my life.

Speaker speaker\_2: I understand that sir. If you would like I can provide-

Speaker speaker\_1: So

Speaker speaker\_3: That's why I'm trying to get some help with.

Speaker speaker\_2: Okay. I was gonna say if you would like I can provide you the phone number that's on the issuer order for you to speak with them. Maybe you're speaking with the wrong office. But legally speaking, our hands are tied.

Speaker speaker\_1: Okay.

Speaker speaker\_2: We cannot do anything without that letter.

Speaker speaker\_1: All right. So what's the phone number that's on the court order issue?

Speaker speaker\_2: It's 877-

Speaker speaker\_1: 877.

Speaker speaker\_2: 882-

Speaker speaker\_1: 882.

Speaker speaker\_2: 4916.

Speaker speaker\_1: 4916. All right. I do have the child support office to call y'all too so I can get that turned off, but, uh, I'll call this number too.

Speaker speaker\_2: Yes, sir. Um, I do want to advise you, the only way is that termination letter. We wouldn't be able to cancel it with someone calling us. We need an official legal document stating it.

Speaker speaker\_1: All right. So could they, like are they gonna reimburse me the money they been taking? 'Cause I mean, I already have insurance. I already been had insurance.

Speaker speaker\_2: No, sir. We wouldn't be able to issue any reimbursement at this current moment per the documents on your current account. Due to the fact that there-

Speaker speaker\_1: How does that work if I already been paying it though? Like I've just been paying it for no reason and I been trying to get it took off. And y'all said that y'all record these phone calls, so that phone call would be recorded, though it should be.

Speaker speaker\_2: It is, sir. But like I'm advising you, our hands are crossed. We get a legal notice advising us that you have to be on that insurance. All we're doing is our job. We're following the legal procedure that has been sent to us requesting us to follow-

Speaker speaker\_1: All right. So do y'all have somebody hired up that I can talk to?

Speaker speaker\_2: You can speak with any supervisor if you would like. I do not mind transferring you, but they will advise you the same, sir.

Speaker speaker\_3: Hold on.

Speaker speaker\_1: All right.

Speaker speaker\_3: He's here. Okay.

Speaker speaker\_2: Okay. Did you need me to see that to the supervisor?

Speaker speaker\_1: No, I'll call back. I'm finna call this number that you gave me.

Speaker speaker\_2: Understood. I hope you have a wonderful rest of your day and hopefully you speak with someone that will be able to assist with this issue.

Speaker speaker\_1: Yeah, I...