

## Transcript: Francesca

**Baez-6632311382294528-5020073655484416**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10-0-4. My name is Francesca Howard. How may I help you today? Hey, how's it going? I have, um, BIC insurance through BG Multifamily. Um, it was like court-ordered, um, you know, bec- 'cause, you know, for child support reasons. Um, so, so my daughter already has health insurance, and I've paid off all the child support. So she just turned 18 today, so I want to cancel the BIC dental, vision, and health 'cause she's already got it through another thing I pay for, and, um, plus her mom has insurance on her. So this BIC, I want to cancel it. Sure thing, sir. So I did want to just clarify, your benefits are not through BIC. We're just the administrator. It's actually 2PGS Staffing. But in order to locate your account, we'll have the last four of the Social and the last name. Uh, Pacione, P-A-C-I-O-N-E. Do you guys have the ability to cancel it? I have to get into the account to see, first, sir- Okay. ... but the last four of the Social to locate it. 9999. For security purposes, could you please verify your mailing address and date of birth? So I moved recently- Mm-hmm. ... in, in a different apartment in the same building, but I don't know what you guys have, but I used to be 10 Abbotsford Street, Apartment Number Nine, Boston, Mass 02121. But now I'm in an Apartment Number Six. Oh, okay. We have the one with Apartment Number Six, and then I just need the last four of your Social. Uh, I gave it to you, uh, 9999. Sorry. I've... I apologize. Not the last four of the Social- No, that's okay. ... just the date of birth. Sorry. No, I'm not trying to be rude. I just, uh... Sorry. Oh, no, no, you're good. And can I have your date of birth? I'm sorry. April 5, 1977. I have your best phone number, 5... 850, sorry, 692-4013? Yes. And then we have your email down as first initial, last name, 1977- gmail.com. So it's first initial- Mm-hmm. ....last name, 1977, m.pacione1977@gmail. Okay. Okay. Did you guys have it correct? Yes, sir. Just needed to add this period in there. Oh, thank you. Thank you so much for your patience. And then while we were verifying your account, I did look over the documents that the account has. I wouldn't be able to process a cancellation on the account at this moment due to the fact that we do need a letter from the court stating to cancel the benefits, and I don't see that we have received it yet. Which court? Are you talking Florida or Massachusetts? Probably Massachusetts? Let's see. So the latest document that was provided to us... Where is the court information? Yeah, 'cause, 'cause it was originally in Florida, but I moved to Boston. So I, I just need to know who to contact. Do they automatically send this letter, or do I have to request it? I believe you might have to request it, to be honest. Okay. I do see here that the most recent letter that we got in regards to that court order was from the mass- from the Massachusetts- Okay. ... Department of Enforcement. Okay. Is there any way you could email me the information that I need to tell them, like when I call, get in touch with them and tell them they need to send this information. Like I don't know what to say, what kind of information they need to send, and I don't know where to tell them to send it. Is there any way

you could email me all this info? So I can email you our staff number, um, but basically what you will need to request from them is a letter of termination for that court order. A letter of termination, do I have to say, for BIC, or just letter of termination? Just a letter of termination for that benefit specifically that they've re- collected in there. Could you email that to me and then email me your... Uh, just say, "You need to request a letter of termination from Massachusetts, and this is the address you need to send it to." Could you do that? That would make it a lot- Let me place on hold to see if I can get through to the- Yeah, that would be a lot easier for me. ... fact that it's a legal matter. Thank you. Sure thing, bear with me one moment. Thank you so much for holding, sir. So legally- Huh? ... the only information we can send to you in an email is our fax information. But you will have to- Is your what? Our fax information. Um, but you have to speak with the court directly. We can't send you an email advising you of which call to, court to call or which document to request. It has to just be a termination notice or a termination document that you request from them. But legally speaking- Yeah, yeah. Can you just send me your fax number then? Can you send me an email- Yes, sir. ... like, what I need and, uh, where I send it? Yes, sir. So I'll send you our email. So I can send it to... I, I, I can send it, fax by you guys, right? When I get the letter from the court? Yes, sir. I can send you our fax information. Okay. What did you ask me? Oh, no. I was just saying that, that I was gonna go ahead and put in in the email our fax information or fax phone number. Okay. What do you need? Oh, no, sir. I have your email already on the account. Was there anything else that you would like for us to assist you with today? No. Is there any way you could email me today? Yes, sir. I'm making the email as we're speaking on the phone right now. Awesome. Thank you so much. You're welcome. Have a wonderful rest of your day, and thank you for your time today. You too. Bye. Bye.

## Conversation Format

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

Speaker speaker\_1: Thank you for calling Benefits 10-0-4. My name is Francesca Howard. How may I help you today?

Speaker speaker\_2: Hey, how's it going? I have, um, BIC insurance through BG Multifamily. Um, it was like court-ordered, um, you know, bec- 'cause, you know, for child support reasons. Um, so, so my daughter already has health insurance, and I've paid off all the child support. So she just turned 18 today, so I want to cancel the BIC dental, vision, and health 'cause she's already got it through another thing I pay for, and, um, plus her mom has insurance on her. So this BIC, I want to cancel it.

Speaker speaker\_1: Sure thing, sir. So I did want to just clarify, your benefits are not through BIC. We're just the administrator. It's actually 2PGS Staffing. But in order to locate your account, we'll have the last four of the Social and the last name.

Speaker speaker\_2: Uh, Pacione, P-A-C-I-O-N-E. Do you guys have the ability to cancel it?

Speaker speaker\_1: I have to get into the account to see, first, sir-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... but the last four of the Social to locate it.

Speaker speaker\_2: 9999.

Speaker speaker\_1: For security purposes, could you please verify your mailing address and date of birth?

Speaker speaker\_2: So I moved recently-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... in, in a different apartment in the same building, but I don't know what you guys have, but I used to be 10 Abbotsford Street, Apartment Number Nine, Boston, Mass 02121. But now I'm in an Apartment Number Six.

Speaker speaker\_1: Oh, okay. We have the one with Apartment Number Six, and then I just need the last four of your Social.

Speaker speaker\_2: Uh, I gave it to you, uh, 9999.

Speaker speaker\_1: Sorry. I've... I apologize. Not the last four of the Social-

Speaker speaker\_2: No, that's okay.

Speaker speaker\_1: ... just the date of birth. Sorry.

Speaker speaker\_2: No, I'm not trying to be rude. I just, uh... Sorry.

Speaker speaker\_1: Oh, no, no, you're good. And can I have your date of birth? I'm sorry.

Speaker speaker\_2: April 5, 1977.

Speaker speaker\_1: I have your best phone number, 5... 850, sorry, 692-4013?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And then we have your email down as first initial, last name, 1977-gmail.com.

Speaker speaker\_2: So it's first initial-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ....last name, 1977, m.pacione1977@gmail.

Speaker speaker\_1: Okay. Okay.

Speaker speaker\_2: Did you guys have it correct?

Speaker speaker\_1: Yes, sir. Just needed to add this period in there.

Speaker speaker\_2: Oh, thank you.

Speaker speaker\_1: Thank you so much for your patience. And then while we were verifying your account, I did look over the documents that the account has. I wouldn't be able to process a cancellation on the account at this moment due to the fact that we do need a letter from the court stating to cancel the benefits, and I don't see that we have received it yet.

Speaker speaker\_2: Which court? Are you talking Florida or Massachusetts? Probably Massachusetts?

Speaker speaker\_1: Let's see. So the latest document that was provided to us... Where is the court information?

Speaker speaker\_2: Yeah, 'cause, 'cause it was originally in Florida, but I moved to Boston. So I, I just need to know who to contact. Do they automatically send this letter, or do I have to request it?

Speaker speaker\_1: I believe you might have to request it, to be honest.

Speaker speaker\_2: Okay.

Speaker speaker\_1: I do see here that the most recent letter that we got in regards to that court order was from the mass- from the Massachusetts-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... Department of Enforcement.

Speaker speaker\_2: Okay. Is there any way you could email me the information that I need to tell them, like when I call, get in touch with them and tell them they need to send this information. Like I don't know what to say, what kind of information they need to send, and I don't know where to tell them to send it. Is there any way you could email me all this info?

Speaker speaker\_1: So I can email you our staff number, um, but basically what you will need to request from them is a letter of termination for that court order.

Speaker speaker\_2: A letter of termination, do I have to say, for BIC, or just letter of termination?

Speaker speaker\_1: Just a letter of termination for that benefit specifically that they've re-collected in there.

Speaker speaker\_2: Could you email that to me and then email me your... Uh, just say, "You need to request a letter of termination from Massachusetts, and this is the address you need to send it to." Could you do that? That would make it a lot-

Speaker speaker\_1: Let me place on hold to see if I can get through to the-

Speaker speaker\_2: Yeah, that would be a lot easier for me.

Speaker speaker\_1: ... fact that it's a legal matter.

Speaker speaker\_2: Thank you.

Speaker speaker\_1: Sure thing, bear with me one moment. Thank you so much for holding, sir. So legally-

Speaker speaker\_2: Huh?

Speaker speaker\_1: ... the only information we can send to you in an email is our fax information. But you will have to-

Speaker speaker\_2: Is your what?

Speaker speaker\_1: Our fax information. Um, but you have to speak with the court directly. We can't send you an email advising you of which call to, court to call or which document to request. It has to just be a termination notice or a termination document that you request from them. But legally speaking-

Speaker speaker\_2: Yeah, yeah. Can you just send me your fax number then? Can you send me an email-

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: ... like, what I need and, uh, where I send it?

Speaker speaker\_1: Yes, sir. So I'll send you our email.

Speaker speaker\_2: So I can send it to... I, I, I can send it, fax by you guys, right? When I get the letter from the court?

Speaker speaker\_1: Yes, sir. I can send you our fax information.

Speaker speaker\_2: Okay. What did you ask me?

Speaker speaker\_1: Oh, no. I was just saying that, that I was gonna go ahead and put in in the email our fax information or fax phone number.

Speaker speaker\_2: Okay. What do you need?

Speaker speaker\_1: Oh, no, sir. I have your email already on the account. Was there anything else that you would like for us to assist you with today?

Speaker speaker\_2: No. Is there any way you could email me today?

Speaker speaker\_1: Yes, sir. I'm making the email as we're speaking on the phone right now.

Speaker speaker\_2: Awesome. Thank you so much.

Speaker speaker\_1: You're welcome. Have a wonderful rest of your day, and thank you for your time today.

Speaker speaker\_2: You too. Bye.

Speaker speaker\_1: Bye.