

Transcript: Justin

Mills-5198785224818688-6698509807304704

Full Transcript

Thank you for calling Benefits and Accords. This is Justin. How can I help you today? Yeah. I, uh, my work ga- gave me this number to call about, uh, they're taking money out of my paycheck for some insurance apparently, and I don't know why they're doing that. I have insurance, and I never okayed them to do it or anything, so... They gave me this number and told me to call them and get straightened or figured out. Totally understand. Uh, what's that staffing agency you work for? Uh, would be Crown. And the last four of your Social? 9883. And what was your first and last name? Daniel Chesneky. And for security purposes, could you verify your home address, including city, state and zip code? 416 Dayton Avenue, Dayton, Kentucky 41704. And confirm your date of birth for me. 06/09/84. And a good telephone number I have is 443-6700? Yep. And the email I have is 1984therealist@gmail? Yep. Okay. So let's see here. So looking at the file, it looks like you're actually court ordered to have coverage for employee plus child. Um, so unfortunately, we wouldn't be able to cancel it right now unless we receive a termination letter from the court. Yeah, I know the child support is court ordered, but she said that insurance kicked in two weeks ago with the insurance. I don't... I have insurance, so maybe... Okay. So I'm seeing dental, vision and medical for employee plus child. Um, I can provide you with the telephone number to the court so you can contact them to see if you can receive a termination letter. Um, but other than that, we really can't do anything until we receive that termination letter. So who is the insurance for? Me? Um, it's for you and your children. Okay. I don't... All right. Yeah. Give me whatever number I need. I mean, it don't make no sense. I have insurance already. I don't understand what they're taking money out for, for... Makes no sense. Okay. So, um, so the telephone number to the court, just let me know whenever you're ready. I'm ready. Uh, it's 859-491- Yep. ...4114. Okay. And I have a case identifier number as well, if that would help. I'm sure they'll have all that. This is the only, only one I got. So I don't think they need it. Are you ready? Okay. Is there anything else I could assist you with today, Daniel? Nope. Okay. Well, you have a wonderful day. All right? You too. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Accords. This is Justin. How can I help you today?

Speaker speaker_1: Yeah. I, uh, my work ga- gave me this number to call about, uh, they're taking money out of my paycheck for some insurance apparently, and I don't know why they're doing that. I have insurance, and I never okayed them to do it or anything, so... They

gave me this number and told me to call them and get straightened or figured out.

Speaker speaker_0: Totally understand. Uh, what's that staffing agency you work for?

Speaker speaker_1: Uh, would be Crown.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 9883.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Daniel Chesneky.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code?

Speaker speaker_1: 416 Dayton Avenue, Dayton, Kentucky 41704.

Speaker speaker_0: And confirm your date of birth for me.

Speaker speaker_1: 06/09/84.

Speaker speaker_0: And a good telephone number I have is 443-6700?

Speaker speaker_1: Yep.

Speaker speaker_0: And the email I have is 1984therealist@gmail?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. So let's see here. So looking at the file, it looks like you're actually court ordered to have coverage for employee plus child. Um, so unfortunately, we wouldn't be able to cancel it right now unless we receive a termination letter from the court.

Speaker speaker_1: Yeah, I know the child support is court ordered, but she said that insurance kicked in two weeks ago with the insurance. I don't... I have insurance, so maybe...

Speaker speaker_0: Okay. So I'm seeing dental, vision and medical for employee plus child. Um, I can provide you with the telephone number to the court so you can contact them to see if you can receive a termination letter. Um, but other than that, we really can't do anything until we receive that termination letter.

Speaker speaker_1: So who is the insurance for? Me?

Speaker speaker_0: Um, it's for you and your children.

Speaker speaker_1: Okay. I don't... All right. Yeah. Give me whatever number I need. I mean, it don't make no sense. I have insurance already. I don't understand what they're taking money out for, for... Makes no sense.

Speaker speaker_0: Okay. So, um, so the telephone number to the court, just let me know whenever you're ready.

Speaker speaker_1: I'm ready.

Speaker speaker_0: Uh, it's 859-491-

Speaker speaker_1: Yep.

Speaker speaker_0: ...4114.

Speaker speaker_1: Okay.

Speaker speaker_0: And I have a case identifier number as well, if that would help.

Speaker speaker_1: I'm sure they'll have all that. This is the only, only one I got. So I don't think they need it.

Speaker speaker_0: Are you ready? Okay. Is there anything else I could assist you with today, Daniel?

Speaker speaker_1: Nope.

Speaker speaker_0: Okay. Well, you have a wonderful day. All right?

Speaker speaker_1: You too.

Speaker speaker_0: All right. Bye-bye.