

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yeah. I'm calling to, uh, cancel my benefits. I don't need 'em. Okay. What's the staffing agency you work for? Serge. And the last four of your Social? 4447. And what was your first and last name? O. Sharp. And for security purposes, can you verify your home address, including city, state and zip code? 430... 40... or sorry. 701 East Josh Street, Mount Vernon, Ohio 430... 43050. And confirm your date of birth. 3/11/84. And a good telephone number. Have a 740-358-9234? Yeah. And the email has jsharp1984@gmail? Yep. Okay, so let's see here. So looking at the file, it looks like you're court ordered to have coverage for employee plus child, so unfortunately I wouldn't be able to cancel the coverage right now unless we can see that you do have insurance. I have insurance on my son. I don't need your guys' insurance. I have other insurance on him. He has medical coverage. I totally understand, but you're court ordered to have coverage for employee plus child. Now, I have the telephone number to the court so you can contact them to get this situated. No. I'm not, I'm not court ordered to have coverage on myself, just my son. Uh, well, the child cannot work, so it's employee plus child coverage, sir. Well, don't you find that to be a little bit of bullshit? Sir, if you use that language one more time, I will disconnect this call. Listen. If I have insurance on my son, I don't need your guys' insurance. Your guys' insurance isn't worth much, but you overcharge for it and expect people to pay 100 bucks for, for nothing. I totally understand, but it's court ordered to have coverage for employee plus child. Like I said, I have the telephone number to the court so you can contact them to s- get this situated.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Yeah. I'm calling to, uh, cancel my benefits. I don't need 'em.

Speaker speaker_1: Okay. What's the staffing agency you work for?

Speaker speaker_2: Serge.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 4447.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: O. Sharp.

Speaker speaker_1: And for security purposes, can you verify your home address, including city, state and zip code?

Speaker speaker_2: 430... 40... or sorry. 701 East Josh Street, Mount Vernon, Ohio 430... 43050.

Speaker speaker_1: And confirm your date of birth.

Speaker speaker_2: 3/11/84.

Speaker speaker_1: And a good telephone number. Have a 740-358-9234?

Speaker speaker_2: Yeah.

Speaker speaker_1: And the email has jsharp1984@gmail?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay, so let's see here. So looking at the file, it looks like you're court ordered to have coverage for employee plus child, so unfortunately I wouldn't be able to cancel the coverage right now unless we can see that you do have insurance.

Speaker speaker_2: I have insurance on my son. I don't need your guys' insurance. I have other insurance on him. He has medical coverage.

Speaker speaker_1: I totally understand, but you're court ordered to have coverage for employee plus child. Now, I have the telephone number to the court so you can contact them to get this situated.

Speaker speaker_2: No. I'm not, I'm not court ordered to have coverage on myself, just my son.

Speaker speaker_1: Uh, well, the child cannot work, so it's employee plus child coverage, sir.

Speaker speaker_2: Well, don't you find that to be a little bit of bullshit?

Speaker speaker_1: Sir, if you use that language one more time, I will disconnect this call.

Speaker speaker_2: Listen. If I have insurance on my son, I don't need your guys' insurance. Your guys' insurance isn't worth much, but you overcharge for it and expect people to pay 100 bucks for, for nothing.

Speaker speaker_1: I totally understand, but it's court ordered to have coverage for employee plus child. Like I said, I have the telephone number to the court so you can contact them to get this situated.