

Transcript: Justin

Mills-5828176369893376-6601994856251392

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? How you doing, Josh? My name is Mr. Dixon, Waddell Dixon. I was calling because I'm just trying to cancel, uh, my insurance with you all. I don't need it. Okay. What's the staffing agency you work for? Uh, BVSF. And the last four of your Social? It's 7284. And for security purposes, can you verify the home address, including city, state and zip code? It's 1425 N. Street, Northwest. Apartment 805, zip code 2005. And your date of birth? 1990... 07-18-1990. And a good telephone number I have is 202-793-1873? Yes. And the email I have is SWaddellDixon@hotmail? Yeah. 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. So unfortunately, I wouldn't be able to cancel the coverage right now unless we received a termination letter from the court letting us know we can cancel it. All right. So even if I'm talking... Even if I wanted to cancel it for myself, uh, um, like I'm... If, if I've tried to cancel it for myself, is I'ma... Is, is, uh... What I gotta do for that? Um, unfortunately that's not possible, because the child cannot work. So it has to be employee plus child coverage. But I'm s- so, uh, so... So if I got insurance already, if I have insurance already and my child got insurance already, I just have to go to court and let them know that, uh, that, uh, that this needs to be canceled. And then, after I get it canceled, do I get the... Do I get my funds back that you all took away from me? Um, unfortunately reimbursement isn't possible, uh, due to the fact that benefits were still used. Um, so unfortunately there's that. You say, you say benefits was used? No they wasn't. Uh, well you've had active coverage ever since October 20, or Oct- October 14th of 2024. So unfortunately, no reimbursement is possible, sir. All right. Um, I'm look forward into that. I have the telephone number to the court if you wanted to contact them. Yeah. You can con-... You could, you could give me, you could give me the number. Okay. Just let me know whenever you're ready. All right. Hello? How you doing? I didn't say anything. No, sorry. I'm going to miss you. Thank you. Thank you. Thank you. I love you, brother. Thank you. Thank you. Bye. Bye, everybody. Bye. Thank you. Bye. You too. Yes. Hello? You still here? Yeah. I'm ready. Okay. So that telephone number to the court is 202-734-

Conversation Format

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

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

Speaker speaker_2: How you doing, Josh? My name is Mr. Dixon, Waddell Dixon. I was calling because I'm just trying to cancel, uh, my insurance with you all. I don't need it.

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

Speaker speaker_2: Uh, BVSF.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: It's 7284.

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

Speaker speaker_2: It's 1425 N. Street, Northwest. Apartment 805, zip code 2005.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 1990... 07-18-1990.

Speaker speaker_1: And a good telephone number I have is 202-793-1873?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email I have is SWaddellDixon@hotmail?

Speaker speaker_2: Yeah.

Speaker speaker_1: 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. So unfortunately, I wouldn't be able to cancel the coverage right now unless we received a termination letter from the court letting us know we can cancel it.

Speaker speaker_2: All right. So even if I'm talking... Even if I wanted to cancel it for myself, uh, um, like I'm... If, if I've tried to cancel it for myself, is I'ma... Is, is, uh... What I gotta do for that?

Speaker speaker_1: Um, unfortunately that's not possible, because the child cannot work. So it has to be employee plus child coverage.

Speaker speaker_2: But I'm s- so, uh, so... So if I got insurance already, if I have insurance already and my child got insurance already, I just have to go to court and let them know that, uh, that, uh, that this needs to be canceled. And then, after I get it canceled, do I get the... Do I get my funds back that you all took away from me?

Speaker speaker_1: Um, unfortunately reimbursement isn't possible, uh, due to the fact that benefits were still used. Um, so unfortunately there's that.

Speaker speaker_2: You say, you say benefits was used? No they wasn't.

Speaker speaker_1: Uh, well you've had active coverage ever since October 20, or October 14th of 2024. So unfortunately, no reimbursement is possible, sir.

Speaker speaker_2: All right. Um, I'm look forward into that.

Speaker speaker_1: I have the telephone number to the court if you wanted to contact them.

Speaker speaker_2: Yeah. You can con-... You could, you could give me, you could give me the number.

Speaker speaker_1: Okay. Just let me know whenever you're ready.

Speaker speaker_2: All right. Hello? How you doing?

Speaker speaker_3: I didn't say anything.

Speaker speaker_2: No, sorry.

Speaker speaker_3: I'm going to miss you.

Speaker speaker_2: Thank you. Thank you.

Speaker speaker_3: Thank you. I love you, brother.

Speaker speaker_2: Thank you. Thank you.

Speaker speaker_3: Bye. Bye, everybody.

Speaker speaker_0: Bye.

Speaker speaker_2: Thank you.

Speaker speaker_3: Bye.

Speaker speaker_4: You too.

Speaker speaker_2: Yes. Hello?

Speaker speaker_1: You still here?

Speaker speaker_2: Yeah. I'm ready.

Speaker speaker_1: Okay. So that telephone number to the court is 202-734-