

Transcript: Justin

Mills-5985479474462720-6496975853895680

Full Transcript

Hey can I help you? Can I help you now? Yes, yes. Uh, my name is Javon Brown. I had some difficult tendencies with y'all like six months ago, due to, uh, t- that y'all checking, they're taking out too much money for my child support. And then y'all had stopped it, but it... For some reason, y'all started back. But they're taking over half of my money. They, like... They're taking half of the child support, then they take another half in the insurance. Which I don't want no insurance or none of that. You know what I mean? Um, yeah, let me check on that for you. What's that staffing agency you work for? Surge Staffing. And the last four of your Social? 2660. And your first and last name? Javon Brown. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Javon? Uh, 8... Uh, 3 Ridge... Hold on. Hold on. It is 483 Pea Ridge Road, Manchester, Tennessee. Hello? I'm still here. Listening. Yeah. 483 Pea Ridge Road. Okay. And your date of birth? 9/23/84. And a good cell phone number. I have a 731-394-2941. Correct. And the email I have is j923833@gmail. Correct. Okay, so let's see here. Um, so looking at the file, we did receive that termination letter from the court. Uh, the coverage was canceled back in January. Uh, well actually, back in June of last year. And did you come back to the Surge Staffing by any chance? Yes. Okay. Um, so let me- I'm working... I'm working with them now. I'm working with them now too. So I'm just trying to get that fixed before I get paid. Totally understand. Um, so yeah, you have... Well, the coverage has been canceled. The termination letter has been received. Um, so you haven't experienced any deductions so far. Is that correct? No. I get paid next Friday. Okay, so you're just verifying. Okay. Um, so it's- Yeah. Um, so as of right now, you're not currently enrolled in anything. So no deductions should come off your paycheck. Um, I can go ahead and- Okay. Great, great. ... opt you out if need be. Okay, that's great. Okay. Um, well, is there anything else that I can assist you with today? No, sir. I just wait till I get paid to see if everything come through correct. Awesome. Well, if anything changes, just give us a call back and we can go from there. Okay, Javon? Yes, sir. Awesome. Well, you have a wonderful day, okay? You too. All right. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Hey can I help you? Can I help you now?

Speaker speaker_1: Yes, yes. Uh, my name is Javon Brown. I had some difficult tendencies with y'all like six months ago, due to, uh, t- that y'all checking, they're taking out too much money for my child support. And then y'all had stopped it, but it... For some reason, y'all started back. But they're taking over half of my money. They, like... They're taking half of the

child support, then they take another half in the insurance. Which I don't want no insurance or none of that. You know what I mean?

Speaker speaker_0: Um, yeah, let me check on that for you. What's that staffing agency you work for?

Speaker speaker_1: Surge Staffing.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 2660.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Javon Brown.

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

Speaker speaker_1: Uh, 8... Uh, 3 Ridge... Hold on. Hold on. It is 483 Pea Ridge Road, Manchester, Tennessee. Hello?

Speaker speaker_0: I'm still here. Listening.

Speaker speaker_1: Yeah. 483 Pea Ridge Road.

Speaker speaker_0: Okay. And your date of birth?

Speaker speaker_1: 9/23/84.

Speaker speaker_0: And a good cell phone number. I have a 731-394-2941.

Speaker speaker_1: Correct.

Speaker speaker_0: And the email I have is j923833@gmail.

Speaker speaker_1: Correct.

Speaker speaker_0: Okay, so let's see here. Um, so looking at the file, we did receive that termination letter from the court. Uh, the coverage was canceled back in January. Uh, well actually, back in June of last year. And did you come back to the Surge Staffing by any chance?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, so let me-

Speaker speaker_1: I'm working... I'm working with them now. I'm working with them now too. So I'm just trying to get that fixed before I get paid.

Speaker speaker_0: Totally understand. Um, so yeah, you have... Well, the coverage has been canceled. The termination letter has been received. Um, so you haven't experienced any deductions so far. Is that correct?

Speaker speaker_1: No. I get paid next Friday.

Speaker speaker_0: Okay, so you're just verifying. Okay. Um, so it's-

Speaker speaker_1: Yeah.

Speaker speaker_0: Um, so as of right now, you're not currently enrolled in anything. So no deductions should come off your paycheck. Um, I can go ahead and-

Speaker speaker_1: Okay. Great, great.

Speaker speaker_0: ... opt you out if need be.

Speaker speaker_1: Okay, that's great.

Speaker speaker_0: Okay. Um, well, is there anything else that I can assist you with today?

Speaker speaker_1: No, sir. I just wait till I get paid to see if everything come through correct.

Speaker speaker_0: Awesome. Well, if anything changes, just give us a call back and we can go from there. Okay, Javon?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: You too.

Speaker speaker_0: All right. Bye-bye.

Speaker speaker_1: Bye.