

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 Your Card. This is Justin. How can I help you today? Uh, yes. My name's Travis 22. Um, I would like to drop my benefits so they're not taken out of my check. Okay. What's the staffing agency you work for? Um, Search, out of Ohio? And the last four of your Social? Uh, one, two, four, two. And for security purposes, can you verify the home address, including city, state and zip code, Travis? 6220 Boar Ridge Road, Athens, Ohio 45701. And confirm your date of birth? 12/22/82. And a good telephone number. Have a 740-590-2680? Yes. And the email I have is ttripeau22@gmail? Yes. Okay. Um, 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 I- Uh- ... 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. That has been dropped for, like, two years now. What the fuck? Hello? Are you there? I'm still here. Okay, I'm sorry. Like, I had a beep come in and, like, I was like, "What in the hell?" Um, okay, so yeah, that's been... I don't, I haven't paid child support in two years, so that's kinda weird. But, okay, I have to call the court to get them to drop it? Uh, to send a I- termination letter to us. Oh my gosh. I get more money taking out of my check. These people. Okay, it's not your problem. I'll, I'll get a hold of them. No worries. Is there anything else I can help you out with today, Travis? That is it. Awesome. Well, you have a wonderful day, okay? Okay, thank you. You're welcome. 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 and Your Card. This is Justin. How can I help you today?

Speaker speaker_2: Uh, yes. My name's Travis 22. Um, I would like to drop my benefits so they're not taken out of my check.

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

Speaker speaker_2: Um, Search, out of Ohio?

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: Uh, one, two, four, two.

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

Speaker speaker_2: 6220 Boar Ridge Road, Athens, Ohio 45701.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: 12/22/82.

Speaker speaker_1: And a good telephone number. Have a 740-590-2680?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email I have is ttripeau22@gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, 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 I-

Speaker speaker_2: Uh-

Speaker speaker_1: ... 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: That has been dropped for, like, two years now. What the fuck? Hello? Are you there?

Speaker speaker_1: I'm still here.

Speaker speaker_2: Okay, I'm sorry. Like, I had a beep come in and, like, I was like, "What in the hell?" Um, okay, so yeah, that's been... I don't, I haven't paid child support in two years, so that's kinda weird. But, okay, I have to call the court to get them to drop it?

Speaker speaker_1: Uh, to send a I- termination letter to us.

Speaker speaker_2: Oh my gosh. I get more money taking out of my check. These people. Okay, it's not your problem. I'll, I'll get a hold of them.

Speaker speaker_1: No worries. Is there anything else I can help you out with today, Travis?

Speaker speaker_2: That is it.

Speaker speaker_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: You're welcome. Bye-bye.