

## Transcript: Malcolm

**Nash-4796809390014464-5009117793959936**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... back on track.

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Uh, hi, Malcolm.

Um, I recently got... uh, okay, so I went through a temp agency third, and I, um, I actually did not enroll in the insurance, and then I started getting charged for insurance, and I wondered why. Well, I had like a child support, uh, case that was saying that I was gonna file . Um, uh, long story short, I got it all figured out, um, and I was hoping that they, they didn't send me the email yet. I was hoping that I had like some information to send you by the time I called you.

Okay, so right now I, I, I had like a child support thing saying that, um, I had to have insurance on the children, which I don't. Um- Okay. And I just, I hopped off the phone with the lady at the CPS, and she was like, um... They've been trying to help me like, like, for like the past week. I finally got ahold of the supervisor, and he's supposed to send me an email like right now, and I don't have his email. Um, but I'm trying to see what I can do about... What do I have to do to stop the, stop the insurance? I am, I'm getting a pa- the paper mailed to my house, an email mailed of the ex- uh, the copy of the paper, and also, it's getting, getting email- it's also getting sent to third. So do I have to do anything else, um, aside from- So we... In order, in order for us to, if it's court ordered, in order for us to, to cancel the insurance, we have to have permission from the court. It's, it's already done. The co- it's... So I, what I'm saying is, so what do I gotta do to get the permission? 'Cause it's, they're sending a paper to third with the cancellation of, of, of the, the termination of the insurance that just saying I don't need to have it on their child anymore. Okay, it's right here. I got the email. Can I, can I email it to you? You mind if I put you on a brief hold? Yes. Thank you. I'm sorry. I'm almost there. Yeah. I'm sorry. I'm almost there. He's gonna tell me that our ex... that I have to send the court order to send this company. I guarantee it. It's in the paper right here. I already got it. He puts it... Are you there, sir? Yes, I am. So you can either get it e-faxed to us or you can send it to our, our email. I, I'll send it to you. I'll, I can forward it to you right now. Like, I'm like, I'm looking at the document. Um, so how do I go about doing it? So it'd be info@benefitsinacard.com. Hold on one second. 1875. What's the last four of your Social? It's 2793. Okay, it's... What is it again? Info@benefitsinacard.com. Your first name? Thane. Say that again. Thane, T-H-A-N-E.

Thane? And then last name? Yes. Boehler, B-O-E-H-L-E-R. Okay. For security purposes, can you verify your address and date of birth for me? Uh, 58 Siesta Drive, Apartment A, and it's 1122 89. Say that again, sir. You're breaking up. Um, it's 11/22/89 is the birthdate and the, um, address is 58 Siesta Drive, Apartment A. Thank you. Um, I got info@benefitsinacard... That's all it is? Info@benefitsinacard.com. Oh, okay. Benefits... And what should I put for the subject, like attention or anything like that? Just court order or the, just something to let us know what it is. Court declination or- Just put maybe like court document? Yeah, so the cancel, cancel court order. So once we do receive that documentation and we're able to

process it in the system, we'll go ahead and get that canceled for you, and the cancellation process does take one to two weeks, and it's possible to see deductions within those two weeks, but after two weeks you shouldn't see anything else. Um, I'm a- I- uh, that's, that's kind of shitty 'cause I'm only, I'm only gonna be working through third for like another two weeks 'cause I got like a higher inmate, so I wouldn't be like in third for that long. But either way, I'll have it figured out, so when I switch to the other job, I, that insurance company won't send it over. So either way, I'll have it figured out. I do appreciate your help, um, that, that... Oh, hold on. I'm gonna send the email. Will you, uh, are you gonna be able to see that you received the email or is it gonna probably gonna take a moment? Um, probably take a moment, but I do have access to be able to see it. Okay, I sent the email. Um, I won't, I won't keep you on here to like wait for it or nothing. I was just hoping that if it, if it came like right through then you just wanna be like, "Hey, yeah, it came through," that way I don't have to sit and worry about it. But I think I did everything all right, man. I send emails on a regular basis, so I wouldn't imagine it's everything's here. You say you did forward the email? I did, yes. It's, it's literally just a doc. Well, I can forward the entire email. Um, I just forwarded the document that was attached to the email. I just sent it back to the... Is it not important enough? Did you do... I need... No, you don't need the, we just need the document proof. Okay. So was it, you said info, I said info@benefitsinacard.com. So- Yep. I feel like I still, I haven't received it yet. Oh, got it. I actually just, just got it. So yeah. All right. I don't, I don't process those, so once we do get it processed, it will take one to two weeks for the cancellation. And then, once it gets- All right. ... canceled, you shouldn't see any more deductions after two weeks. All right. Sounds good. Thank you so much. No problem, Mr. Thane. Was there anything else I can help you with today? Uh, that is it. You have a good day, man. You too, man. Thanks for calling Benefits in a Card. Yep. Bye.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: ... back on track.

Speaker speaker\_2: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker\_1: Uh, hi, Malcolm. Um, I recently got... uh, okay, so I went through a temp agency third, and I, um, I actually did not enroll in the insurance, and then I started getting charged for insurance, and I wondered why. Well, I had like a child support, uh, case that was saying that I was gonna file . Um, uh, long story short, I got it all figured out, um, and I was hoping that they, they didn't send me the email yet. I was hoping that I had like some information to send you by the time I called you. Okay, so right now I, I, I had like a child support thing saying that, um, I had to have insurance on the children, which I don't. Um-

Speaker speaker\_2: Okay.

Speaker speaker\_1: And I just, I hopped off the phone with the lady at the CPS, and she was like, um... They've been trying to help me like, like, for like the past week. I finally got ahold of

the supervisor, and he's supposed to send me an email like right now, and I don't have his email. Um, but I'm trying to see what I can do about... What do I have to do to stop the, stop the insurance? I am, I'm getting a pa- the paper mailed to my house, an email mailed of the ex- uh, the copy of the paper, and also, it's getting, getting email- it's also getting sent to third. So do I have to do anything else, um, aside from-

Speaker speaker\_2: So we... In order, in order for us to, if it's court ordered, in order for us to, to cancel the insurance, we have to have permission from the court.

Speaker speaker\_1: It's, it's already done. The co- it's... So I, what I'm saying is, so what do I gotta do to get the permission? 'Cause it's, they're sending a paper to third with the cancellation of, of, of the, the termination of the insurance that just saying I don't need to have it on their child anymore. Okay, it's right here. I got the email. Can I, can I email it to you?

Speaker speaker\_2: You mind if I put you on a brief hold?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Thank you.

Speaker speaker\_1: I'm sorry. I'm almost there.

Speaker speaker\_3: Yeah.

Speaker speaker\_1: I'm sorry. I'm almost there. He's gonna tell me that our ex... that I have to send the court order to send this company. I guarantee it. It's in the paper right here. I already got it. He puts it...

Speaker speaker\_4: Are you there, sir?

Speaker speaker\_1: Yes, I am.

Speaker speaker\_4: So you can either get it e-faxed to us or you can send it to our, our email.

Speaker speaker\_1: I, I'll send it to you. I'll, I can forward it to you right now. Like, I'm like, I'm looking at the document. Um, so how do I go about doing it?

Speaker speaker\_4: So it'd be [info@benefitsinacard.com](mailto:info@benefitsinacard.com).

Speaker speaker\_1: Hold on one second. 1875.

Speaker speaker\_4: What's the last four of your Social?

Speaker speaker\_1: It's 2793. Okay, it's... What is it again?

Speaker speaker\_4: [Info@benefitsinacard.com](mailto:Info@benefitsinacard.com). Your first name?

Speaker speaker\_1: Thane.

Speaker speaker\_4: Say that again.

Speaker speaker\_1: Thane, T-H-A-N-E.

Speaker speaker\_4: Thane? And then last name?

Speaker speaker\_1: Yes. Boehler, B-O-E-H-L-E-R.

Speaker speaker\_4: Okay. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: Uh, 58 Siesta Drive, Apartment A, and it's 1122 89.

Speaker speaker\_4: Say that again, sir. You're breaking up.

Speaker speaker\_1: Um, it's 11/22/89 is the birthdate and the, um, address is 58 Siesta Drive, Apartment A.

Speaker speaker\_4: Thank you.

Speaker speaker\_1: Um, I got info@benefitsinacard... That's all it is?

Speaker speaker\_4: Info@benefitsinacard.com.

Speaker speaker\_1: Oh, okay. Benefits... And what should I put for the subject, like attention or anything like that?

Speaker speaker\_4: Just court order or the, just something to let us know what it is. Court declination or-

Speaker speaker\_1: Just put maybe like court document?

Speaker speaker\_4: Yeah, so the cancel, cancel court order. So once we do receive that documentation and we're able to process it in the system, we'll go ahead and get that canceled for you, and the cancellation process does take one to two weeks, and it's possible to see deductions within those two weeks, but after two weeks you shouldn't see anything else.

Speaker speaker\_1: Um, I'm a- I- uh, that's, that's kind of shitty 'cause I'm only, I'm only gonna be working through third for like another two weeks 'cause I got like a higher inmate, so I wouldn't be like in third for that long. But either way, I'll have it figured out, so when I switch to the other job, I, that insurance company won't send it over. So either way, I'll have it figured out. I do appreciate your help, um, that, that... Oh, hold on. I'm gonna send the email. Will you, uh, are you gonna be able to see that you received the email or is it gonna probably gonna take a moment?

Speaker speaker\_4: Um, probably take a moment, but I do have access to be able to see it.

Speaker speaker\_1: Okay, I sent the email. Um, I won't, I won't keep you on here to like wait for it or nothing. I was just hoping that if it, if it came like right through then you just wanna be like, "Hey, yeah, it came through," that way I don't have to sit and worry about it. But I think I did everything all right, man. I send emails on a regular basis, so I wouldn't imagine it's everything's here.

Speaker speaker\_4: You say you did forward the email?

Speaker speaker\_1: I did, yes. It's, it's literally just a doc. Well, I can forward the entire email. Um, I just forwarded the document that was attached to the email. I just sent it back to the... Is

it not important enough?

Speaker speaker\_4: Did you do... I need... No, you don't need the, we just need the document proof.

Speaker speaker\_1: Okay.

Speaker speaker\_4: So was it, you said info, I said info@benefitsinacard.com. So-

Speaker speaker\_1: Yep.

Speaker speaker\_4: I feel like I still, I haven't received it yet. Oh, got it. I actually just, just got it. So yeah.

Speaker speaker\_1: All right.

Speaker speaker\_4: I don't, I don't process those, so once we do get it processed, it will take one to two weeks for the cancellation. And then, once it gets-

Speaker speaker\_1: All right.

Speaker speaker\_4: ... canceled, you shouldn't see any more deductions after two weeks.

Speaker speaker\_1: All right. Sounds good. Thank you so much.

Speaker speaker\_4: No problem, Mr. Thane. Was there anything else I can help you with today?

Speaker speaker\_1: Uh, that is it. You have a good day, man.

Speaker speaker\_2: You too, man. Thanks for calling Benefits in a Card.

Speaker speaker\_1: Yep. Bye.