

Transcript: Malcolm

Nash-5640645195120640-5668452658888704

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Garden. This is and this is- I'm sorry about that. Hi, uh, I'm calling because, um, I need my insurance cards and I haven't really seen them in, uh, um, I think Thursday or Wednesday I had called someone and they told me they was gonna get back with me about it, because they had stopped, um, taking the deductions out my check, but I need my insurance cards today. Which staff and company you work for? MAU. Last four of your social? 5850. You said 5850? Mm-hmm. First name? Tashira. It should be Tashira Cosby. That's my birth name. Okay. For security purposes, can you verify your address and date of birth for me? June 7, 1993, 10:33 Country Place Drive, Augusta, Georgia 30906. What was the date of birth one more time? You said it a little fast for me. June 7, 1993. Again? June 7, 1993. I said thank you. I said thank you. Oh, I'm sorry. Your active phone number is 706-755-5290? Yes, sir. And the email is tashiracosby@gmail.com? Yes. Yeah. Let's see. . You can check it out. Oh, no, don't worry about that. It's coming up now. There you go. Go ahead. Keep on trying. That's my grandson right there. Okay. So I see we got an update on the 21st. It says the site that you were working at was going to shut down. Uh-huh. And you hadn't received a check since the 27th of last year. It says you are back working as of 1/13, and you should receive a check this week where the deduction should get taken out. Yes. So, uh, basically they already done paid me, but I need a, um, I need proof of insurance because I have a doctor's, a very important doctor's appointment today. And they're not gonna see me if I don't have any insurance. So it doesn't show me that your coverage is active right now. Well, what I need to do, because the lady was supposed to be there the other day to figure out whatever that was going on before today. Uh. Let's see. That note was from the 21st. That was Tuesday. So you should receive reason enough... The only thing that I can think of, that I can think of is if you make a direct payment to make up for those weeks that you missed it, so it'd be one, two, three. So let's see. If you wanted to make a, if you wanted your coverage to be active this week, you have to make a direct payment of \$69.03, and that'd be from the, to have coverage from the date of January 6th until the 26th. Okay. So you can't give me nothing to show that I'm, um, I have insurance? Well, you know, that I work here? I can send you, I can send you, I can send you your ID cards, ma'am. I'm saying your coverage is not active. If you want active coverage, you would have to make a direct payment to pay for those weeks where you don't have active coverage and to make up the for no deductions being taken. Okay. Um, could you send me the card? Yes, ma'am. And I'll probably show you on brief hold while I get that for you. Okay. Yeah. I'm sorry to hear that. I am sorry, too. I am sorry for your daughter. I am sorry for your family. Is that it, Ms. Crystal? Yes. All right, so I just sent you your ID cards. I'm gonna, I'm just gonna reload again to investigate something else, because it does look like there was some... there, there's already an investigation going on with your account. So I

know they're definitely taking- Look how long it took them, man. What the hell is wrong with these motherfuckers? Yeah. This is a lab work and stuff. I'm back at it. I got steps down here, too. I said, "Goddamn, y'all are funny ass niggas." I'm surprised he called the hotel. They funny as Goddamn. Hello? They won. Now we having money. They won. We having money. They won. Hello? Hello, baby. Hello? Hello. Hello? Girl, tell somebody, oh my God. Tell everybody. Boy, the power went out. We was in the funk, girl. Everything we had was dead. His phone, my phone, the iPad. Oh, Lord. Oh, Lord. I really... We were the first hurricane though, so we had no... 'Cause I was staying with my aunt too. I was guesting from Columbia and she had everything good. She had a generator. She had everything. That's right. That's right. Oh, baby girl. Oh. Baby, I ain't even gonna drop you off. I love you. Let me know what happened. Oh, where the hell y'all at? I'm over here trying to... See, I miss my people. Yeah, it's gonna be cool. It's gonna be cool. This is gonna be the worst. I think it's all bad. This is why I said something about this place. The government is going against us. Y'all hear me? This is something about the government. For all y'all know, for all y'all know, we was going through our own damn hurricanes already. They don't even know how ready we were. We were ready. All that bullshit coming back around. Should've moved. All right, like Tori said, we gotta move out from the bayou. Y'all, we gotta go. We got to go. Go. They said he took away the, uh, equal opportunity thing. Like, so like- They shouldn't have taken... They ain't got to hide anybody. Yeah. They don't want us to be successful. We should definitely be in there. And he said, um, I'll tell you what they said, like, everybody that I guess working from home or something, got his bar man working. You know what I mean? And some of them getting on, they gonna work and get paid when they let it out. Okay. All right. Let me put this motherfucker in the bag. Here, let me put this in a bag for you. Here. Take, take, take some. But they trying to, if y'all want to holler at me again, then he said he would like to call me. Just so they wouldn't worry about him. Like, we'll see you out the school or whatever, you know. I say come... I'll pray for you guys in a second. Yep. I can't even... Can I get back in? It's all right. It's not a break. It's fine. Because now they ain't got hired. Yeah. Oh. Say, what the fuck? Say that one more time. Say that again, I saw my tenny front wheel and it still ate a nigga's tire. Niggas ain't got nothing on us, niggas ain't got nothing on us. But I feel like niggas gonna wanna take me to YouTube and TikTok, like they don't like me personally. It's a lot of shit that come behind that. They gonna be hating, right? Then, I seen where they said... They real right. You know how that man, that nigga, what's his name is? Um, that was like two months, but then I realized that he just wanted the crap out of jail. He didn't want to go to prison. He's just the one that... And before he pressed me, but the man, I almost forgot the man name, he the one who behind the scenes. 'Cause he ain't press... I can't say his name, you know who I'm talking about? He your uncle? Yeah, he's my uncle. For real? He was the one that had the woo... Nigga done talked back. Can I help you Ms. Griffin? Yes. Ms. Griffin, have you been seeing deductions in your paycheck for the insurance? Say it one more time, I'm sorry. Have you been seeing deductions in your paycheck for the insurance? Honestly, I haven't looked at it. Okay. Would it, would it be possible for you to be able to do that while we're on the phone or is that something you could do and give us a call back? It would, it will help us with the investigation. Um, I'm at work right now. I, I can't look at it right now. Okay. So, well, as of right now, it's not showing that you have active coverage. And I know you say you have an appointment today. So, what's going to have, what's going to have to happen, you have to go let them know that you do have coverage, but you're going to have to... They're going to deny

the claim because you're technically not active. You have to file a claim after your coverage becomes back active, so it'd be like a retro. Okay, so I should have just called. So they still have the new number, uh-huh. I've already sent it to you, Ms. Griffin. Oh, okay, okay, okay. I'm sorry. I've sent it to your email. No, you're fine. I'll send you the email. But yeah, we just need to know if you... Go ahead. I'm sorry, go ahead. I was just talking to you. I just, we just need to know if you're, if you were, if the deductions were reflected on your end. Because on our end, it's not showing any or being, any deductions are being taken. Okay, so on my next break I will, um, look at, log into the account and check and then I'll have to call you back. Okay? That's fine. We're open until 8:00 PM Eastern Time. Okay, thank you. No problem, Ms. Griffin. You have a great day. Thank you. Thank you.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in the Garden. This is and this is-

Speaker speaker_2: I'm sorry about that. Hi, uh, I'm calling because, um, I need my insurance cards and I haven't really seen them in, uh, um, I think Thursday or Wednesday I had called someone and they told me they was gonna get back with me about it, because they had stopped, um, taking the deductions out my check, but I need my insurance cards today.

Speaker speaker_1: Which staff and company you work for?

Speaker speaker_2: MAU.

Speaker speaker_1: Last four of your social?

Speaker speaker_2: 5850.

Speaker speaker_1: You said 5850?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: First name?

Speaker speaker_2: Tashira. It should be Tashira Cosby. That's my birth name.

Speaker speaker_1: Okay. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: June 7, 1993, 10:33 Country Place Drive, Augusta, Georgia 30906.

Speaker speaker_1: What was the date of birth one more time? You said it a little fast for me.

Speaker speaker_2: June 7, 1993.

Speaker speaker_1: Again?

Speaker speaker_2: June 7, 1993.

Speaker speaker_1: I said thank you. I said thank you.

Speaker speaker_2: Oh, I'm sorry.

Speaker speaker_1: Your active phone number is 706-755-5290?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And the email is tashiracosby@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Yeah. Let's see. .

Speaker speaker_2: You can check it out.

Speaker speaker_3: Oh, no, don't worry about that.

Speaker speaker_2: It's coming up now. There you go.

Speaker speaker_4: Go ahead. Keep on trying. That's my grandson right there.

Speaker speaker_1: Okay. So I see we got an update on the 21st. It says the site that you were working at was going to shut down.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: And you hadn't received a check since the 27th of last year. It says you are back working as of 1/13, and you should receive a check this week where the deduction should get taken out.

Speaker speaker_2: Yes. So, uh, basically they already done paid me, but I need a, um, I need proof of insurance because I have a doctor's, a very important doctor's appointment today. And they're not gonna see me if I don't have any insurance.

Speaker speaker_1: So it doesn't show me that your coverage is active right now.

Speaker speaker_2: Well, what I need to do, because the lady was supposed to be there the other day to figure out whatever that was going on before today.

Speaker speaker_1: Uh. Let's see. That note was from the 21st. That was Tuesday. So you should receive reason enough... The only thing that I can think of, that I can think of is if you make a direct payment to make up for those weeks that you missed it, so it'd be one, two, three. So let's see. If you wanted to make a, if you wanted your coverage to be active this week, you have to make a direct payment of \$69.03, and that'd be from the, to have coverage from the date of January 6th until the 26th.

Speaker speaker_2: Okay. So you can't give me nothing to show that I'm, um, I have insurance? Well, you know, that I work here?

Speaker speaker_1: I can send you, I can send you, I can send you your ID cards, ma'am. I'm saying your coverage is not active. If you want active coverage, you would have to make a direct payment to pay for those weeks where you don't have active coverage and to make up

the for no deductions being taken.

Speaker speaker_2: Okay. Um, could you send me the card?

Speaker speaker_1: Yes, ma'am. And I'll probably show you on brief hold while I get that for you.

Speaker speaker_2: Okay.

Speaker speaker_1: Yeah.

Speaker speaker_5: I'm sorry to hear that.

Speaker speaker_6: I am sorry, too.

Speaker speaker_5: I am sorry for your daughter. I am sorry for your family.

Speaker speaker_1: Is that it, Ms. Crystal?

Speaker speaker_5: Yes.

Speaker speaker_1: All right, so I just sent you your ID cards. I'm gonna, I'm just gonna reload again to investigate something else, because it does look like there was some... there, there's already an investigation going on with your account. So I know they're definitely taking-

Speaker speaker_5: Look how long it took them, man. What the hell is wrong with these motherfuckers?

Speaker speaker_7: Yeah.

Speaker speaker_5: This is a lab work and stuff. I'm back at it. I got steps down here, too. I said, "Goddamn, y'all are funny ass niggas."

Speaker speaker_8: I'm surprised he called the hotel.

Speaker speaker_5: They funny as Goddamn.

Speaker speaker_9: Hello?

Speaker speaker_5: They won.

Speaker speaker_10: Now we having money.

Speaker speaker_5: They won.

Speaker speaker_10: We having money.

Speaker speaker_5: They won.

Speaker speaker_10: Hello? Hello, baby. Hello? Hello. Hello? Girl, tell somebody, oh my God. Tell everybody. Boy, the power went out. We was in the funk, girl. Everything we had was dead. His phone, my phone, the iPad.

Speaker speaker_5: Oh, Lord. Oh, Lord. I really... We were the first hurricane though, so we had no... 'Cause I was staying with my aunt too. I was guesting from Columbia and she had

everything good. She had a generator. She had everything.

Speaker speaker_10: That's right. That's right.

Speaker speaker_5: Oh, baby girl. Oh. Baby, I ain't even gonna drop you off. I love you. Let me know what happened. Oh, where the hell y'all at? I'm over here trying to... See, I miss my people. Yeah, it's gonna be cool. It's gonna be cool. This is gonna be the worst. I think it's all bad. This is why I said something about this place. The government is going against us. Y'all hear me? This is something about the government. For all y'all know, for all y'all know, we was going through our own damn hurricanes already. They don't even know how ready we were. We were ready. All that bullshit coming back around. Should've moved. All right, like Tori said, we gotta move out from the bayou. Y'all, we gotta go. We got to go. Go.

Speaker speaker_11: They said he took away the, uh, equal opportunity thing. Like, so like-

Speaker speaker_5: They shouldn't have taken... They ain't got to hide anybody.

Speaker speaker_10: Yeah.

Speaker speaker_5: They don't want us to be successful. We should definitely be in there.

Speaker speaker_10: And he said, um, I'll tell you what they said, like, everybody that I guess working from home or something, got his bar man working. You know what I mean? And some of them getting on, they gonna work and get paid when they let it out.

Speaker speaker_5: Okay. All right. Let me put this motherfucker in the bag. Here, let me put this in a bag for you. Here. Take, take, take some.

Speaker speaker_10: But they trying to, if y'all want to holler at me again, then he said he would like to call me. Just so they wouldn't worry about him. Like, we'll see you out the school or whatever, you know. I say come...

Speaker speaker_5: I'll pray for you guys in a second.

Speaker speaker_10: Yep. I can't even... Can I get back in?

Speaker speaker_12: It's all right. It's not a break. It's fine.

Speaker speaker_5: Because now they ain't got hired. Yeah. Oh.

Speaker speaker_13: Say, what the fuck? Say that one more time. Say that again, I saw my

Speaker speaker_10: tenny front wheel and it still ate a nigga's tire.

Speaker speaker_13: Niggas ain't got nothing on us, niggas ain't got nothing on us.

Speaker speaker_10: But I feel like niggas gonna wanna take me to YouTube and TikTok, like they don't like me personally. It's a lot of shit that come behind that.

Speaker speaker_13: They gonna be hating, right?

Speaker speaker_10: Then, I seen where they said...

Speaker speaker_13: They real right.

Speaker speaker_10: You know how that man, that nigga, what's his name is? Um, that was like two months, but then I realized that he just wanted the crap out of jail. He didn't want to go to prison. He's just the one that... And before he pressed me, but the man, I almost forgot the man name, he the one who behind the scenes. 'Cause he ain't press... I can't say his name, you know who I'm talking about?

Speaker speaker_13: He your uncle?

Speaker speaker_10: Yeah, he's my uncle.

Speaker speaker_13: For real?

Speaker speaker_10: He was the one that had the woo...

Speaker speaker_13: Nigga done talked back.

Speaker speaker_1: Can I help you Ms. Griffin?

Speaker speaker_10: Yes.

Speaker speaker_1: Ms. Griffin, have you been seeing deductions in your paycheck for the insurance?

Speaker speaker_10: Say it one more time, I'm sorry.

Speaker speaker_1: Have you been seeing deductions in your paycheck for the insurance?

Speaker speaker_10: Honestly, I haven't looked at it.

Speaker speaker_1: Okay. Would it, would it be possible for you to be able to do that while we're on the phone or is that something you could do and give us a call back? It would, it will help us with the investigation.

Speaker speaker_10: Um, I'm at work right now. I, I can't look at it right now.

Speaker speaker_1: Okay. So, well, as of right now, it's not showing that you have active coverage. And I know you say you have an appointment today. So, what's going to have, what's going to have to happen, you have to go let them know that you do have coverage, but you're going to have to... They're going to deny the claim because you're technically not active. You have to file a claim after your coverage becomes back active, so it'd be like a retro.

Speaker speaker_10: Okay, so I should have just called. So they still have the new number, uh-huh.

Speaker speaker_1: I've already sent it to you, Ms. Griffin.

Speaker speaker_10: Oh, okay, okay, okay. I'm sorry.

Speaker speaker_1: I've sent it to your email. No, you're fine.

Speaker speaker_10: I'll send you the email.

Speaker speaker_1: But yeah, we just need to know if you... Go ahead.

Speaker speaker_10: I'm sorry, go ahead. I was just talking to you.

Speaker speaker_1: I just, we just need to know if you're, if you were, if the deductions were reflected on your end. Because on our end, it's not showing any or being, any deductions are being taken.

Speaker speaker_10: Okay, so on my next break I will, um, look at, log into the account and check and then I'll have to call you back. Okay?

Speaker speaker_1: That's fine. We're open until 8:00 PM Eastern Time.

Speaker speaker_10: Okay, thank you.

Speaker speaker_1: No problem, Ms. Griffin. You have a great day.

Speaker speaker_10: Thank you.

Speaker speaker_1: Thank you.