

Transcript: Pamela

Blanc-5480625682989056-5866143759417344

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. This is Center for Legal Aid speaking. How may I help you? I don't understand. You tell me. Excuse me? I'm sorry, could you, could you say that? I can not... I can hear you, but I cannot understand what you're saying. It's like a... The connection is, is not good. Okay. Yeah, can you all right? I can hear you better now, sir. Can you hear me better? Yes, sir. All right. Yeah, my name is Mr. Dixon. I'm with, uh, BGSF, uh, company. I'm an employee. I was, uh, trying to call to cancel my insurance. You said BGS? Yeah. Okay. May I have the last four digits of your Social so I can pull up your file? It's 7284. 7-8-2... No, it's 7-2-8-4. Okay, 7284, thank you. And what was your first and last name, sir? It's Waddell Dixon. Dixon. Mr. Dixon, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? It's 1425 N Street, Northwest Apartment 805, zip code 20005 of Washington, DC. Uh, date of birth, 07/18/1990. Thank you for the information. We have a telephone number on file, 202-793-1873. And your email is your, um, S... Waddell Dixon... Waddell Dixon... @wafcon.com. Yes. Yeah, it's messy. Okay. You say you want to cancel the benefits, sir? Yes. Unfortunately, you cannot cancel the benefits since it's court ordered. You will need a release letter from the court and it has to be sent to your employer. So I have to go to court to, uh, get the benefits canceled? Well, we, we did not enroll you. It was mandated by the court. So in order for us to be able to cancel, it has to be mandat- uh, they have to give you a release letter. All right. So, uh, which cour- how do I get to go to court about this situation? I could provide you with the court number. Yeah. The phone number. All right. Could you, uh, hold on while I do that? Sure. Can I get you something to drink? Oh, yes, I'm ready. Okay. So it's from, it says Attorney General from Washington Office Child Support Division and the phone number is- No, no, I'm not asking for them. I didn't ask for my child support. That, uh, that got nothing to do with my benefits. Well, that's why we, that's why you got your benefits. It's for you and your, your child. I'm giving you the name- No, this is a... And I'm going to provide you with the telephone number. Uh, uh, that don't go with my child, ma'am. That don't go with my child. Do you, like, d- did you trying to make me take my company to court or you trying to make me take benefits because of the court? Because- Well- ... I'm not gonna take my company to court, because, uh, they got nothing to do with the benefits and the benefits don't include my child, because my, I didn't sign my child up for those benefits. Child support- Uh- That's why I could go to any job in this world and child support would take out that money. That, that don't have nothing to do with no benefits about me being on the job. All right. So here's the number. I asked for free- It's 202- You've given me the time. Look... Sir, that's not how you're gonna get- No, no, I'm gonna have to call you back. So you- I'ma, I'ma... It's all right, it's all right. I'ma have to call you back. This is crazy. No problem. Can I speak with a manager or the... Can I speak with the boss? Sure, no problem. Just bear with me. He is

available. He is currently sitting in the mail room. Can you give some motherfucking example that I can crash that motherfucker, something like that. You see it over there. Motherfucker just tried to break out but it was niggas they cannot... But when they did they got this fucked up. Thank you for holding. Ms. Christina? Hello? Hello, yeah. Thank you for holding. Ms. Christina? Thank you for holding. Ms. Christina? Yes, hello? Hello. Yes, hello? Hi. Can you hear me? Yes, I can hear you. Okay. I just- How can I help you? I just want my money, Mr. Dixon. Yeah. I was calling on the behalf of trying to get my, uh, canceled. And one of your workers, uh, told me that, uh, it had something to do with my child now. I done talked to the Child Support and even though my bank statement, Child Support wants to do what they got to do. Uh, they had nothing to do with, uh, the insurance. And all I want is that to be canceled because, uh, I already have insurance for the both of us. Okay, okay. Um, now the... Because this is court ordered, so we received this, um, from the court system that said, um, that this needed to be, uh, enrolled, um, for the coverage that you have. We... Because we need... The court told us to put it on there, um, through your employer, then we also need, in order to remove it, we need that same process to happen. So the court would need to let your employer know, and then therefore that court order would come back to us and then we would, um, remove, remove that. So you're telling me... So you're telling me that Child Support told you all that I hadn't had the insurance that received from your company was of, uh, was a process of my, uh, my child support bill? That's, that's- I don't know about child support. I don't know about child support. This has just come from the court, from the court system. So what court do I go to? Uh, let me see. Well, what ha- what court do I get in touch with? But, uh, the court that you're talking about, since you talking about them, you gotta have access to them. Give me just a second. Uh, so the issuing agency is DC Office of the Attorney General Child Support Services Division. They did not conduct that, ma'am. That's what I'm trying to tell you. This is directly- I wouldn't be calling you all back, because I already call... I, I called last month to get that situation and, uh, they s- they don't have nothing to do with that. This is directly from them. Like, this is the issuing agency. This is court paperwork that we've received. So in order to remove it, we also need court paperwork that says to un-enroll. So you think- And that would go through... Um, generally would go through your employer. The court would notify your employer and then your employer would let us know. Look, so you're telling me... So if I go to... If I go back to these people, if I go back to the court system, you save my head, I'm gonna have to get a lawyer, ma'am. Because if I go back to the court, to the court people and the Child Support System tell me that your benefits has nothing to do with my child. If I sign my child on to those benefits and all that, it is no reason for you not to cancel that because she don't have that insurance. She's not even using that insurance. Yeah, we don't, we don't go off of usage. We, we... If the court says that you don't need to have- You people are telling me- To have- Like, you just don't want to let it go. If the court is telling you that you don't have to have this court order, then they would just need to send the appropriate documentation. You talking about a court order. Look, you save my head playing with me. You're talking about a court order for child support. You're not talking about a court order for insurance benefits. I don't see court orders for child support. I see court orders for insurance benefits. That's it. But I don't know anything about child support. Ma'am, you playing with me. I'm gonna, I'm gonna just have to get a lawyer and, uh, we going to... I get, I got... It's cool. It's cool, because you playing with me. You playing dumb now. You want to be caught in lying. Remember, you recorded. Exactly.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. This is Center for Legal Aid speaking. How may I help you?

Speaker speaker_1: I don't understand. You tell me.

Speaker speaker_0: Excuse me?

Speaker speaker_1: I'm sorry, could you, could you say that?

Speaker speaker_0: I can not... I can hear you, but I cannot understand what you're saying. It's like a... The connection is, is not good.

Speaker speaker_1: Okay. Yeah, can you all right?

Speaker speaker_0: I can hear you better now, sir.

Speaker speaker_1: Can you hear me better?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: All right. Yeah, my name is Mr. Dixon. I'm with, uh, BGSF, uh, company. I'm an employee. I was, uh, trying to call to cancel my insurance.

Speaker speaker_0: You said BGS?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. May I have the last four digits of your Social so I can pull up your file?

Speaker speaker_1: It's 7284.

Speaker speaker_0: 7-8-2...

Speaker speaker_1: No, it's 7-2-8-4.

Speaker speaker_0: Okay, 7284, thank you. And what was your first and last name, sir?

Speaker speaker_1: It's Waddell Dixon.

Speaker speaker_0: Dixon. Mr. Dixon, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: It's 1425 N Street, Northwest Apartment 805, zip code 20005 of Washington, DC. Uh, date of birth, 07/18/1990.

Speaker speaker_0: Thank you for the information. We have a telephone number on file, 202-793-1873. And your email is your, um, S...

Speaker speaker_1: Waddell Dixon...

Speaker speaker_0: Waddell Dixon...

Speaker speaker_1: @wafcon.com.

Speaker speaker_0: Yes.

Speaker speaker_1: Yeah, it's messy.

Speaker speaker_0: Okay. You say you want to cancel the benefits, sir?

Speaker speaker_1: Yes.

Speaker speaker_0: Unfortunately, you cannot cancel the benefits since it's court ordered. You will need a release letter from the court and it has to be sent to your employer.

Speaker speaker_1: So I have to go to court to, uh, get the benefits canceled?

Speaker speaker_0: Well, we, we did not enroll you. It was mandated by the court. So in order for us to be able to cancel, it has to be mandat- uh, they have to give you a release letter.

Speaker speaker_1: All right. So, uh, which cour- how do I get to go to court about this situation?

Speaker speaker_0: I could provide you with the court number.

Speaker speaker_1: Yeah.

Speaker speaker_0: The phone number.

Speaker speaker_1: All right. Could you, uh, hold on while I do that?

Speaker speaker_0: Sure.

Speaker speaker_2: Can I get you something to drink?

Speaker speaker_1: Oh, yes, I'm ready.

Speaker speaker_0: Okay. So it's from, it says Attorney General from Washington Office Child Support Division and the phone number is-

Speaker speaker_1: No, no, I'm not asking for them. I didn't ask for my child support. That, uh, that got nothing to do with my benefits.

Speaker speaker_0: Well, that's why we, that's why you got your benefits. It's for you and your, your child. I'm giving you the name-

Speaker speaker_1: No, this is a...

Speaker speaker_0: And I'm going to provide you with the telephone number.

Speaker speaker_1: Uh, uh, that don't go with my child, ma'am. That don't go with my child. Do you, like, d- did you trying to make me take my company to court or you trying to make me take benefits because of the court? Because-

Speaker speaker_0: Well-

Speaker speaker_1: ... I'm not gonna take my company to court, because, uh, they got nothing to do with the benefits and the benefits don't include my child, because my, I didn't sign my child up for those benefits. Child support-

Speaker speaker_0: Uh-

Speaker speaker_1: That's why I could go to any job in this world and child support would take out that money. That, that don't have nothing to do with no benefits about me being on the job.

Speaker speaker_0: All right. So here's the number.

Speaker speaker_1: I asked for free-

Speaker speaker_0: It's 202-

Speaker speaker_1: You've given me the time. Look...

Speaker speaker_0: Sir, that's not how you're gonna get-

Speaker speaker_1: No, no, I'm gonna have to call you back.

Speaker speaker_0: So you-

Speaker speaker_1: I'ma, I'ma... It's all right, it's all right. I'ma have to call you back. This is crazy.

Speaker speaker_0: No problem.

Speaker speaker_1: Can I speak with a manager or the... Can I speak with the boss?

Speaker speaker_0: Sure, no problem. Just bear with me.

Speaker speaker_2: He is available. He is currently sitting in the mail room.

Speaker speaker_1: Can you give some motherfucking example that I can crash that motherfucker, something like that. You see it over there. Motherfucker just tried to break out but it was niggas they cannot... But when they did they got this fucked up.

Speaker speaker_3: Thank you for holding. Ms. Christina? Hello? Hello, yeah. Thank you for holding. Ms. Christina? Thank you for holding. Ms. Christina?

Speaker speaker_4: Yes, hello?

Speaker speaker_3: Hello.

Speaker speaker_4: Yes, hello?

Speaker speaker_3: Hi. Can you hear me?

Speaker speaker_4: Yes, I can hear you.

Speaker speaker_3: Okay.

Speaker speaker_4: I just-

Speaker speaker_3: How can I help you?

Speaker speaker_4: I just want my money, Mr. Dixon.

Speaker speaker_3: Yeah.

Speaker speaker_4: I was calling on the behalf of trying to get my, uh,

Speaker speaker_5: canceled. And one of your workers, uh, told me that, uh, it had something to do with my child now. I done talked to the Child Support and even though my bank statement, Child Support wants to do what they got to do. Uh, they had nothing to do with, uh, the insurance. And all I want is that to be canceled because, uh, I already have insurance for the both of us.

Speaker speaker_3: Okay, okay. Um, now the... Because this is court ordered, so we received this, um, from the court system that said, um, that this needed to be, uh, enrolled, um, for the coverage that you have. We... Because we need... The court told us to put it on there, um, through your employer, then we also need, in order to remove it, we need that same process to happen. So the court would need to let your employer know, and then therefore that court order would come back to us and then we would, um, remove, remove that.

Speaker speaker_4: So you're telling me... So you're telling me that Child Support told you all that I hadn't had the insurance that received from your company was of, uh, was a process of my, uh, my child support bill? That's, that's-

Speaker speaker_3: I don't know about child support. I don't know about child support. This has just come from the court, from the court system.

Speaker speaker_4: So what court do I go to?

Speaker speaker_3: Uh, let me see.

Speaker speaker_4: Well, what ha- what court do I get in touch with? But, uh, the court that you're talking about, since you talking about them, you gotta have access to them.

Speaker speaker_3: Give me just a second. Uh, so the issuing agency is DC Office of the Attorney General Child Support Services Division.

Speaker speaker_4: They did not conduct that, ma'am. That's what I'm trying to tell you.

Speaker speaker_3: This is directly-

Speaker speaker_4: I wouldn't be calling you all back, because I already call... I, I called last month to get that situation and, uh, they s- they don't have nothing to do with that.

Speaker speaker_3: This is directly from them. Like, this is the issuing agency. This is court paperwork that we've received. So in order to remove it, we also need court paperwork that says to un-enroll.

Speaker speaker_4: So you think-

Speaker speaker_3: And that would go through... Um, generally would go through your employer. The court would notify your employer and then your employer would let us know.

Speaker speaker_4: Look, so you're telling me... So if I go to... If I go back to these people, if I go back to the court system, you save my head, I'm gonna have to get a lawyer, ma'am. Because if I go back to the court, to the court people and the Child Support System tell me that your benefits has nothing to do with my child. If I sign my child on to those benefits and all that, it is no reason for you not to cancel that because she don't have that insurance. She's not even using that insurance.

Speaker speaker_3: Yeah, we don't, we don't go off of usage. We, we... If the court says that you don't need to have-

Speaker speaker_4: You people are telling me-

Speaker speaker_3: To have-

Speaker speaker_4: Like, you just don't want to let it go.

Speaker speaker_3: If the court is telling you that you don't have to have this court order, then they would just need to send the appropriate documentation.

Speaker speaker_4: You talking about a court order. Look, you save my head playing with me. You're talking about a court order for child support. You're not talking about a court order for insurance benefits.

Speaker speaker_3: I don't see court orders for child support. I see court orders for insurance benefits.

Speaker speaker_4: That's it.

Speaker speaker_3: But I don't know anything about child support.

Speaker speaker_4: Ma'am, you playing with me. I'm gonna, I'm gonna just have to get a lawyer and, uh, we going to... I get, I got... It's cool. It's cool, because you playing with me. You playing dumb now. You want to be caught in lying. Remember, you recorded.

Speaker speaker_3: Exactly.