

## **Transcript: Pearl**

**Rojas-4547117237583872-6537642043949056**

### **Full Transcript**

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who can I- who am I speaking with? Um, my name is Brian Jones. And how can I assist you? Okay. Uh, so, I, um, um, I'm having... I go through H&G; Staffing in Crossville, Tennessee and, um, my- I'm getting a child support taken out. Okay. And what it- it's- what they say that is, uh, you guys are taking out \$60 a month for insurance. Mm-hmm. Because of this child support. I already have insurance through an independent insurance company that I do not need, uh, the \$60 additional taken out. Okay. So, what you would have to do is provide the paperwork showing that you have coverage elsewhere to your issuing- Yeah. Absolutely. ... to the issuing agency that has the court order. And then, once they approve you that the insurance qualifies for what they're requiring, have them send us a letter of termination and then we'll be able to cancel out that coverage. What we need, um, just a letter of termination from that issuing agency stating that you do have insurance elsewhere and they- they don't require you to have it through your agency. Yeah. Okay. All right. Thank you. No problem. Have a great day.

### **Conversation Format**

Speaker speaker\_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who can I- who am I speaking with?

Speaker speaker\_1: Um, my name is Brian Jones.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: Okay. Uh, so, I, um, um, I'm having... I go through H&G; Staffing in Crossville, Tennessee and, um, my- I'm getting a child support taken out.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And what it- it's- what they say that is, uh, you guys are taking out \$60 a month for insurance.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Because of this child support. I already have insurance through an independent insurance company that I do not need, uh, the \$60 additional taken out.

Speaker speaker\_0: Okay. So, what you would have to do is provide the paperwork showing that you have coverage elsewhere to your issuing-

Speaker speaker\_1: Yeah. Absolutely.

Speaker speaker\_0: ... to the issuing agency that has the court order. And then, once they approve you that the insurance qualifies for what they're requiring, have them send us a letter of termination and then we'll be able to cancel out that coverage. What we need, um, just a letter of termination from that issuing agency stating that you do have insurance elsewhere and they- they don't require you to have it through your agency.

Speaker speaker\_1: Yeah. Okay. All right. Thank you.

Speaker speaker\_0: No problem. Have a great day.