

Transcript: Pearl

Rojas-5957040020439040-5391672872845312

Full Transcript

Hello, and who is this speaking with? Shayla Bowman. And how can I assist you? Um, yes, ma'am. I have recently started working through, um, a staffing agency and they, um, had asked whether I wanted to sign up for insurance or not through you guys. And I had marked no, because I already have insurance. And, um, this week, it, it took 60, it took 60 dollars out of my check. And I don't, I'm not receiving any insurance through you guys or hadn't signed up to, so I was just wanting to call and see what was going on. Okay, what's the name of the staffing agency you work for? HG Staffing. And the last four digits of your social? 6998. All right, and if you can confirm your address and date of birth? Um, 180 Hogan Road, Gordonsville, Tennessee 38563, and my date of birth is March 28th, 1997. All righty, and I have your phone number as 615-580-7306. Yes, ma'am. Okay, and I have your email address as newshayla2020@gmail.com? Yes, ma'am. All righty, let's take a look here. Okay, so it looks like you actually have a court order in place. A cour- I ahead- but I don't have custody of th- that child. My mother has custody of him, and he's already on insurance. I'm s- no, you would have to talk to that, talk to the, um, issuing agency about that, and have them send her, us over a letter of termination. That way, the policy can get canceled. 'Cause until then, we're unable to capture your coverage. So, you need the staffing agency to send you something over? No, the issuing court. So, the, the court that ordered the court order, the, yeah, the court that issued the court order needs to send us a letter of termination. That way, we can terminate it. Because unless they do so, it has to stay in place. I can provide you with their phone number, um, that way you can speak with them. But they will need to send us a, a letter of termination. Okay. Can you give me the phone number please? Of course, whenever you're ready. Okay, I'm ready. Um, okay let me, it's, so it's 615- Okay. 735- Okay. 8447. Okay. Thank you. No problem, thank you so much for calling. You have a great day.

Conversation Format

Speaker speaker_0: Hello, and who is this speaking with?

Speaker speaker_1: Shayla Bowman.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, yes, ma'am. I have recently started working through, um, a staffing agency and they, um, had asked whether I wanted to sign up for insurance or not through you guys. And I had marked no, because I already have insurance. And, um, this week, it, it took 60, it took 60 dollars out of my check. And I don't, I'm not receiving any insurance through you

guys or hadn't signed up to, so I was just wanting to call and see what was going on.

Speaker speaker_0: Okay, what's the name of the staffing agency you work for?

Speaker speaker_1: HG Staffing.

Speaker speaker_0: And the last four digits of your social?

Speaker speaker_1: 6998.

Speaker speaker_0: All right, and if you can confirm your address and date of birth?

Speaker speaker_1: Um, 180 Hogan Road, Gordonsville, Tennessee 38563, and my date of birth is March 28th, 1997.

Speaker speaker_0: All righty, and I have your phone number as 615-580-7306.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay, and I have your email address as newshayla2020@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All righty, let's take a look here. Okay, so it looks like you actually have a court order in place.

Speaker speaker_1: A cour- I ahead- but I don't have custody of th- that child. My mother has custody of him, and he's already on insurance.

Speaker speaker_0: I'm s- no, you would have to talk to that, talk to the, um, issuing agency about that, and have them send her, us over a letter of termination. That way, the policy can get canceled. 'Cause until then, we're unable to capture your coverage.

Speaker speaker_1: So, you need the staffing agency to send you something over?

Speaker speaker_0: No, the issuing court. So, the, the court that ordered the court order, the, yeah, the court that issued the court order needs to send us a letter of termination. That way, we can terminate it. Because unless they do so, it has to stay in place. I can provide you with their phone number, um, that way you can speak with them. But they will need to send us a, a letter of termination.

Speaker speaker_1: Okay. Can you give me the phone number please?

Speaker speaker_0: Of course, whenever you're ready.

Speaker speaker_1: Okay, I'm ready.

Speaker speaker_0: Um, okay let me, it's, so it's 615-

Speaker speaker_1: Okay.

Speaker speaker_0: 735-

Speaker speaker_1: Okay.

Speaker speaker_0: 8447.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: No problem, thank you so much for calling. You have a great day.