

## Transcript: Sara

**Marulanda-5328138532470784-5068652379029504**

### Full Transcript

Thank you for calling, thank you for calling, thank you for calling Benefits in a Cart. My name is Sarah. May I have your name please? My name's Javon Brown. Hello, Mr. Brown. How may I help you? Uh, I was wondering, they told me that they was ordered back to take out insurance on my check. I'm just trying to see how much, uh, that I, I gotta, or can I, can you look up what was taken out so we can add it up- Sure. ... and make sure? That's, that's supposed to be \$60 per week. Sure. Let me check that for you. May I have please the name of the agency that you are working with and the last four of your Social? Serge Staffing, and then my last four of my Social is 2660. Okay, Serge Staffing. Mr. Javon Brown? And just for security purposes, can you please verify your address and date of birth? Uh, 483 Perez Road, date of birth 9/23/84. And is your email J923833@gmail.com? Yes. And your phone number 731-394-2941? Yes, ma'am. Thank you very much. And let me check that for you. Hmm. Okay. What I see here is you are enrolled per the court order and the deduction is \$65.59 per week. Okay, so would it be I-M-A med, M, M-I-A M-E-D B-S-T-D, \$27? Sir, it's, it's breaking up. The, it is breaking up. Hello? Can you repeat that for me please? I'm so sorry. Yes. Okay, let me put it in. Okay, the first one they took out was- Can you- Can you hear me? Hello? Okay, the first one they took out was what? The first one they took out \$27 for M, I, I, I, M-A-M-E-D B-S-T-D. They took out \$27 for that. Okay, I-M-M-ed, okay. Medic... Yes. Okay, the next one was M-E-C, M-E-C-T-E-R-E-R-X. That's preventive care with prescrip- That was \$22. Yes, preventive care with prescription coverage. That was \$22. Then they took out dental, \$11. Yes, sir. And, uh, and vision \$4. Yes, sir. That correct. So that'll be, that, that takes the same thing out next week? I'm sorry. Can you- So, so that right there will be the same? Yes. That be the same thing they take every week? Yes, sir. Every week it's going to be the same. The same, so what my check is now, my check should be the same thing next week? I'm just trying to make sure that I'm having the same amount, it won't change. Okay. I can, I can give you information about the co- medical coverage or preven- I mean, the healthcare coverage, but if they make any other deduction for Social Security or, uh, uh, F-I-C-A or something like that, like in other taxes, I don't know how that works. Uh, but- Yes, ma'am. I want to talk with... I'm, I'm on the job. Them the only ones they've taken out for those, the vision, the dental, the T-E-L-E, and the m, m, and the M-I-A M-E-D S-B-D. Si. I mean, yes, that's going to be the, the, the medical coverage. \$65 with p- 59 cents every week. So they add up to \$65? 20... Yes. 50, 65.59. Okay, so, then, as long as I know that's the same thing, I guess it's okay. Yes, sir. That's, uh, yes, that's, uh, that's, uh, what is going to be every, every week. That's their weekly deductions. They don't, the, the price didn't, does not change under the court order or their thing, but at this moment, this is what the order, uh, the court ordered. Okay. That's... Okay. All right. All right, thank you. Thank you so much. You're more than welcome. My pleasure. Is there anything else that I can help you with? No, ma'am.

Have a wonderful day, Mr. Brown, and thank you for calling Benefits in a Cart. Okay, you too. Thank you. Bye-bye.

## Conversation Format

Speaker None: Thank you for calling, thank you for calling, thank you for calling Benefits in a Cart. My name is Sarah. May I have your name please? My name's Javon Brown. Hello, Mr. Brown. How may I help you? Uh, I was wondering, they told me that they was ordered back to take out insurance on my check. I'm just trying to see how much, uh, that I, I gotta, or can I, can you look up what was taken out so we can add it up- Sure. ... and make sure? That's, that's supposed to be \$60 per week. Sure. Let me check that for you. May I have please the name of the agency that you are working with and the last four of your Social? Serge Staffing, and then my last four of my Social is 2660. Okay, Serge Staffing. Mr. Javon Brown? And just for security purposes, can you please verify your address and date of birth? Uh, 483 Perez Road, date of birth 9/23/84. And is your email J923833@gmail.com? Yes. And your phone number 731-394-2941? Yes, ma'am. Thank you very much. And let me check that for you. Hmm. Okay. What I see here is you are enrolled per the court order and the deduction is \$65.59 per week. Okay, so would it be I-M-A med, M, M-I-A M-E-D B-S-T-D, \$27? Sir, it's, it's breaking up. The, it is breaking up. Hello? Can you repeat that for me please? I'm so sorry. Yes. Okay, let me put it in. Okay, the first one they took out was- Can you- Can you hear me? Hello? Okay, the first one they took out was what? The first one they took out \$27 for M, I, I, I, M-A-M-E-D B-S-T-D. They took out \$27 for that. Okay, I-M-M-ed, okay. Medic... Yes. Okay, the next one was M-E-C, M-E-C-T-E-R-E-R-X. That's preventive care with prescrip- That was \$22. Yes, preventive care with prescription coverage. That was \$22. Then they took out dental, \$11. Yes, sir. And, uh, and vision \$4. Yes, sir. That correct. So that'll be, that, that takes the same thing out next week? I'm sorry. Can you- So, so that right there will be the same? Yes. That be the same thing they take every week? Yes, sir. Every week it's going to be the same. The same, so what my check is now, my check should be the same thing next week? I'm just trying to make sure that I'm having the same amount, it won't change. Okay. I can, I can give you information about the co- medical coverage or preven- I mean, the healthcare coverage, but if they make any other deduction for Social Security or, uh, uh, F-I-C-A or something like that, like in other taxes, I don't know how that works. Uh, but- Yes, ma'am. I want to talk with... I'm, I'm on the job. Them the only ones they've taken out for those, the vision, the dental, the T-E-L-E, and the m, m, and the M-I-A M-E-D S-B-D. Si. I mean, yes, that's going to be the, the, the medical coverage. \$65 with p- 59 cents every week. So they add up to \$65? 20... Yes. 50, 65.59. Okay, so, then, as long as I know that's the same thing, I guess it's okay. Yes, sir. That's, uh, yes, that's, uh, that's, uh, what is going to be every, every week. That's their weekly deductions. They don't, the, the price didn't, does not change under the court order or their thing, but at this moment, this is what the order, uh, the court ordered. Okay. That's... Okay. All right. All right, thank you. Thank you so much. You're more than welcome. My pleasure. Is there anything else that I can help you with? No, ma'am. Have a wonderful day, Mr. Brown, and thank you for calling Benefits in a Cart. Okay, you too. Thank you. Bye-bye.