

Transcript: Sara

Marulanda-6526627358392320-4773518009384960

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello, thank you for calling Benefits and Account. My name is Sara. May I have your name, please? Hi, Sara. My name is Keith Blevins, B-L-E- Hello, Mr. Blevins? Hello? Yes, sir. Hello, I'm sorry about that. Oh, no, you're fine. Uh, my name is Keith Blevins, K-E-I-T-H B-L-E, B like in Victor, I-N-S. Oh, okay, sir. How may I help you, Mr. Blevins? Uh, yes, I'm calling to, uh, cancel, uh, the medical benefits that they're telling me on that I did not request. Sure, sir, I can help you with that. May I have the name of the agency that you are working with and the last four of your Social? Yes, it's, uh, Surge, S-U-R-G-E, and my last four digits of my Social is 2925. Thank you very much and just for security purposes, sir, can you please verify your address and date of birth? Yes. It's, uh, 417 Park Street, Marion, Ohio 43302. My date of birth is 07-24-1989. Thank you. And is your email brade3611@gmail.com? Yes, ma'am. And is your phone number 740-396-6857? Yes. Thank you very much and you said you're calling to cancel? Yeah, I'm calling to cancel the medical, yeah. Okay, sir. Unfortunately, we cannot cancel it because it's, it is a court order so we cannot touch any files. These are coming from the court. How is it court order when I didn't request it or there's nothing even need to be on there? 'Cause I already had medical for my kids through the state. Okay, that's something that you will have to, um, talk with the court. Uh, we don't know, we just received the order for healthcare coverage for yourself and, and kids or i- each out and, um, I mean, we don't have access to any of that information. The court must be the one who gives you that information. All right, I appreciate it. Thank you. You're more than welcome, sir. Have a-

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Hello, thank you for calling Benefits and Account. My name is Sara. May I have your name, please? Hi, Sara. My name is Keith Blevins, B-L-E- Hello, Mr. Blevins? Hello? Yes, sir. Hello, I'm sorry about that. Oh, no, you're fine. Uh, my name is Keith Blevins, K-E-I-T-H B-L-E, B like in Victor, I-N-S. Oh, okay, sir. How may I help you, Mr. Blevins? Uh, yes, I'm calling to, uh, cancel, uh, the medical benefits that they're telling me on that I did not request. Sure, sir, I can help you with that. May I have the name of the agency that you are working with and the last four of your Social? Yes, it's, uh, Surge, S-U-R-G-E, and my last four digits of my Social is 2925. Thank you very much and just for security purposes, sir, can you please verify your address and date of birth? Yes. It's, uh, 417 Park Street, Marion, Ohio 43302. My date of birth is 07-24-1989. Thank you. And is your email brade3611@gmail.com? Yes, ma'am. And is your phone number 740-396-6857? Yes. Thank you very much and you said you're calling to

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