

## **Transcript: VICTORIA**

**Taylor-519035596444672-6318379262853120**

### **Full Transcript**

Thank you for calling Benefits and a Car Services. Go ahead. Hey now. Hey, this Denzilo Lewis. I work at Surge Staffing. I got the Benefit and Card came in the mail and I ain't, I ain't try to, uh, I don't want to be on that insurance card. I already have an insur- a insurance card. You said it's Surge you're with? Uh-huh. What's the name of the, the staffing agency you work through? Uh, Surge. Uh, American House. Okay. And the last four of your Social? 6465. And your first and last name? Denzilo Lewis. Okay. Do you mind verifying your address and date of birth? Um, 418 Pierce Street, Kenton, Mississippi 39046. My date of birth is 03-10-1998. And then phone number's 769-666-2157? Yes. Okay. And then email is gonna be, uh, your first and last name 22 at gmail.com. Yeah. Okay. Let's see. So this looks like this is probably a court, court order for you to have coverage for you and your dependent. We wouldn't, um- Mm-hmm. ... be able to cancel it without a, um, termination notice from the issuing agency. So I gotta call Surge and tell them to cancel? No, you'll have to reach out to the issuing agency that sent us this court order. It's from the Mississi- uh, Mississippi Department of Human, uh, Services Division of Child Support. Okay. And then once you contact them, just let them know that we need a release form in order to cancel the, the court order. So they're taking insurance off my check? Yes. It is a court order for you to have coverage for you and your dependent. Okay. Okay, ma'am. Do you need help with anything else? Uh, no. How much they taking out? It looks like it is \$49.64 a week. Wow. Okay. All right, thanks. You're welcome. Have a good day.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and a Car Services. Go ahead.

Speaker speaker\_1: Hey now. Hey, this Denzilo Lewis. I work at Surge Staffing. I got the Benefit and Card came in the mail and I ain't, I ain't try to, uh, I don't want to be on that insurance card. I already have an insur- a insurance card.

Speaker speaker\_0: You said it's Surge you're with?

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: What's the name of the, the staffing agency you work through?

Speaker speaker\_1: Uh, Surge. Uh, American House.

Speaker speaker\_0: Okay. And the last four of your Social?

Speaker speaker\_1: 6465.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Denzilo Lewis.

Speaker speaker\_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker\_1: Um, 418 Pierce Street, Kenton, Mississippi 39046. My date of birth is 03-10-1998.

Speaker speaker\_0: And then phone number's 769-666-2157?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. And then email is gonna be, uh, your first and last name 22 at gmail.com.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. Let's see. So this looks like this is probably a court, court order for you to have coverage for you and your dependent. We wouldn't, um-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... be able to cancel it without a, um, termination notice from the issuing agency.

Speaker speaker\_1: So I gotta call Surge and tell them to cancel?

Speaker speaker\_0: No, you'll have to reach out to the issuing agency that sent us this court order. It's from the Mississi- uh, Mississippi Department of Human, uh, Services Division of Child Support.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And then once you contact them, just let them know that we need a release form in order to cancel the, the court order.

Speaker speaker\_1: So they're taking insurance off my check?

Speaker speaker\_0: Yes. It is a court order for you to have coverage for you and your dependent.

Speaker speaker\_1: Okay. Okay, ma'am.

Speaker speaker\_0: Do you need help with anything else?

Speaker speaker\_1: Uh, no. How much they taking out?

Speaker speaker\_0: It looks like it is \$49.64 a week.

Speaker speaker\_1: Wow. Okay. All right, thanks.

Speaker speaker\_0: You're welcome. Have a good day.