

Transcript: VICTORIA

Taylor-5333524826079232-6450229384101888

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Victoria. How can I help you? Yes, hi, Miss Victoria. I was calling, uh, because I was on the phone, uh, with one of your, uh, representatives about, uh, cancellation. Okay. So my, my child support, my child support, um, had did a, um, court order for one of my, for my child from insurance, my oldest child. But there was a mistake because he is grown and they are waiting for, um... They, they saying they sent the, uh, cancellation. So I'm trying to see have y'all received anything, because I have them on the phone on the other line. Okay. What's the name of your employer? BGSF Staffing. And the last four of your Social? 2095. And your first and last name. Daryl Sewell. Okay. Do you mind verifying, uh, your address and date of birth? 649 Dale Rose, 38116 Memphis, Tennessee, 04-29-1989. Phone number, 901-691-9872? Yes. Polotailig@gmail.com. Hello, Mr. Sewell. Okay. And... Yes, ma'am. Yes, sir. May I ask, um, is the, is the insurance through the company? So the insurance is through the company, right? Or is it- Uh... ... a private insurance like they send now? I think it's, I think it's a private insurance. I have them on the phone right now. Okay. Okay. Uh, can I get that insurance name? So this is, uh, insurance through his employer, BGSF. Okay. So we will- Um, it looks- ... have to send the medical. Well, can you repeat that name for me, ma'am? I'm sorry. I didn't mean to interrupt you. It's BGSF, the name of his staffing agency. All right. Yes, ma'am. Um, so the concern today is, uh, medical release form was allegedly sent to you guys, um, by the caseworker to, uh, you know, r- remove the emancipated child who is, uh, um, Jadarian Sewell off of his medical, um, insurance. But if the insurance is through the employer, we would have to... Well, yeah. We would have to send the medical release form to the employer and then the employer will reach out to the insurance that is, that they are partnered with. Yeah. So that's probably... Because this is Benefits and a Card. We're benefits administrators. So we're not BGSF. We haven't received the termination notice just y- just yet. So I would say he needs to- Okay. ... reach out to his employer directly to see if they've received that termination notice. Okay. Yeah. Because, um, the caseworker on the case did, um, send a medical release form to the employer last month. But that's the thing. Miss Mary, Miss Mary is my coordinator, and she's saying that she can't do anything about it. That's what, that's the, that's the reason she guided me to 1-800 number to the insurance Benefit and a Card. They saying they- Yeah. So- ... can't do anything. To my knowledge, when they receive the termination notice, they have to send that over to us. Yeah. Because it's sent to them and then they- And then- ... send it over to us. And again, like I said, I do not see a termination notice on your file, so we're still waiting- And if it's- ... on your employer to send that o- And if you... She's saying that it got sent a month ago. So basically y'all telling me I'm finna have to keep paying for this because y'all want just take the fax number. So basically I got the fax number from you all, from the insurance company. So you

telling me the child support office can't fax the information directly to y'all so y'all can do the cancellation? I mean- That's correct. Your employer- My whole shit is being dumb. Your employer will have to speak to the employer, sir. Yeah. What you need to do from here is reach out to your employer and let them know that Benefits and a Card has not received that termination notice, so that they can send that over to us. I understand that they said they sent it to us about a month ago, but we do not have it. No, no, no. Um. Miss, the, the, the, the child support saying they sent it to the, my employment. The employer. Yeah, we asked- Okay. ... to speak to the employer a month ago and, um... And the employer is saying that they didn't receive anything because I've been calling them. So they are telling me to reach out to my insurance company. I'm calling it. So you were telling me to call the employers. The employer telling me to call the insurance company back. But the employer would have to send the... Okay. So I don't, I don't know what happened with the miss of the medical release form, but this is what I'm going to do. Um, we can't send a medical release form in the call center. Your caseworker would have to perform that action. So I am gonna ask her to send it again, but she did send it to the employer about a month ago when you had called in about it. She had, you know, she sent it to, um, to the employer and she did state that-Sometimes, the employment might keep the child on there till they're 26. So, I don't know if that's something that your employment does, but if they're saying that they haven't received it, I am gonna send a message to your caseworker and I'm gonna ask her to resend that medical notice then. Because, it was sent, but if they can't find it, then we're going to send another one, another release form, and they will have to then forward that release form to the insurance that is partnered with the employment. So, I'm sorry that you've been getting the runaround. But, I- I mean, I know, it's not the runaround. I'm losing my whole check, man. I mean, my kids stay with me. I'm on insurance for a 18-year-old child that works and has a diploma. Y'all didn't even put me on... y'all didn't even put the insurance on my youngest child with the same mother, so I'm not understanding. How am I losing my whole check? I... I'm getting zero dollars. I get paid weekly. I'm getting zero dollars. Yes, sir. The insurance release form was sent to your employer. That would be a matter with your employer. But I am gonna ask your caseworker to resend that, in case they might have misplaced it or... I- I don't know how they couldn't receive it, but... Because they're telling me they don't deal with the insurance, so they are not checking it. That's what I'm trying to say to you. So, the insurance company... so, so the insurance company isn't a private insurance company. This isn't an insurance company that you go through personally. I didn't... I didn't go through them personally. They- they- But they do deal with the insurance. The insurance company... the insurance company or whatever the job received a court order to put me on insurance. Mm-hmm. To put the child on insurance. So my 18-year-old son, Jerry Sewell, it was a court order released that made them take the money, start taking money for them to put me um... put him on insurance. If they didn't give, they're telling me to call the insurance company when dealing with the insurance. They're telling me they don't have any information and they can't do anything. But they can, because, um, the insurance company is not a private one. It's not something that you go through. In that case, then they couldn't do anything with it, and we would have to get the name of the insurance company and fax it over. But I did get the name of the insurance company. I'm also going to, um, copy that fax number and I'm going to put it down up in there. But, um, your employment sends... the insurance is through them. They would... like, that's the process. Um... I don't know. Uh- I mean, y- y- it kind... it... it don't even make sense, right?

If the... if the letter was sent a month ago... if the letter was sent a month ago... It is court ordered. It is court ordered. And yes, sir, it would. Your, um, caseworker, she had called back, she had reached back to you and she had let you know that the medical release form was sent to the employer and our system, it was sent to the employer. And, they would have to do with the insurance. I'm not understanding how they're saying they're not dealing... they don't deal with the insurance, but- My point exactly goes back- They have to send it to them- My point exactly. You know they have to send that form to them. So- My point exactly. And that's the... that's the only way I was able to get the insurance number, because I didn't even know who the insurance was with that my child, um, had or that they put on the child. So, when they gave me the number and then they gave me the court orders... okay, so the court orders that they said was sent out had sh- um, child support number on it. That's how I ended up getting all the information about which child. Yes. So, that is true. When the medical insurance is court ordered, we do reach out to the employer, um, that you're working with, and we ask them, you know, if they do provide insurance for you, uh, because it could either be you go through the employer insurance or you have your own insurance. You say you go through... through the employer insurance, so they sent you to the employer, um, telling them to garnish this amount for the child. You called us, let us know that the child is now 18, we have received those documents from the mother, and we had sent the medical release form to your employer. Okay. So, I'm not understanding how they're saying that they can't reach out to the insurance company, but they had to reach out to the insurance company the first time to even start garnishing for that insurance. So, the issue is not the insurance company nor is it the child support. It is your employment. And my employment is not in a local area, so my employment is a temporary service that is based off out of Las Vegas and out of Texas. So y'all probably... when y'all sending it, it's probably reaching nine or 12 different... it's in one email but nobody's checking it because it's 12 different people that's working in this office. Okay. Yes, sir. Um, so you're saying that we should send it to... like, where are their head- what are their headquarters? What's the main office? The Las Vegas one or the Texas one? Um, I think I'm going through the one in Texas. Okay. And my coordinator name is Miss Mary. She's my coordinator at BGSL. So, she will be the person that is over my... over my case, my documents. So, if y'all send it to, um, a Mr. Kyle or if y'all send it to a Miss Melinda then are not my caseworkers, so it's never gonna make it. But I... they should be able to, um, refer it to her, because they work in the same company. Yes, but that's not how... that's not how it's going. Oh, okay. Okay. Yes, I have them. Can I get the name again? Ms. Mary. I also have a, uh, a local number on her as well. Can I receive that as well? Okay, hold on. The, uh, local number for Ms. Mary would be 901-254-7968. All right. Yes, sir. Um, your case worker, she's a very active case worker. Uh, as you can tell, she reached out, so I believe that she'll be able to get this done pretty soon. I can't guarantee that it will be done today, because I don't know how her caseload is looking. But, um- I just need, I just need it sent. I mean, I'm, I'm working, like you said you sent it a month ago, ma'am. I haven't seen a check in almost two months. When I'm receiving my checks, I can, I can send in checks too. I'm, I'm receiving \$32, \$20, \$0. I can make \$500, \$600, man. They taking \$350, \$400. They busted me. I, I, I don't have, I don't have it like that, man. I got my kids staying with me. So both my kids with me. I don't even understand how these even got started in the beginning. The documentation still with government. That's what I'm saying. I'm on child support. I'm on child support for the insurance, ma'am. I've been on child support since he was five. Mm-hmm. So the court order

still is, the court order still wasn't supposed to be put out. See, because I've been paying child support for him for over 10 years, over, over a decade. So the child support order that I was placed on when it started, when he was five, and his sister was three years old, ma'am, it was for insurance. Not because I wasn't taking care of the kids or there wasn't any money. So I went to court with my, my kids' mother. We are also married. Mm-hmm. But for the simple fact I didn't have a job in, at this point in time when he was five and no insurance was on the kids. They forced me to pay insur- uh, the child support. I've been on child support for over a decade paying for the insurance. I've paid up all my, my, my background child support, if, if, if you can look at it and see. Yeah, I'm- They just took some money for child support just, just this week off a check I did get, and I'm still paying insurance. It doesn't make any sense. And the child 18, when I got a 15-year-old daughter in the same household. Yes, sir. Well, we did our part. We did our part, sir. I don't know what happened. I'm talking about damn, God. See, that don't make no sense. Y'all got fathers out here ain't doing nothing. Y'all wanna take my whole check. Um, yes, sir. I apologize. They don't even wanna give me nobody to talk to. They constantly giving me the runaround. Y'all sending me something was sent a month ago. I got other people telling me they can't do nothing about it. Uh, I'll be- I mean, should I, should I come up to the local office on Mendenhall to actually get to talk to someone? We are no longer on Mendenhall. But, um, um, when you come up to the local office, it will still be the same answer. I mean, but at least I'll be able to talk to them. At least somebody will be able to tell me something. Maybe they'll tell me more. Okay. Well, we're gonna go ahead and get you connected with a local office. You can call them and let them know that you're calling about this case, okay? Hmm.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits and a Card. This is Victoria. How can I help you?

Speaker speaker_2: Yes, hi, Miss Victoria. I was calling, uh, because I was on the phone, uh, with one of your, uh, representatives about, uh, cancellation. Okay. So my, my child support, my child support, um, had did a, um, court order for one of my, for my child from insurance, my oldest child. But there was a mistake because he is grown and they are waiting for, um... They, they saying they sent the, uh, cancellation. So I'm trying to see have y'all received anything, because I have them on the phone on the other line.

Speaker speaker_1: Okay. What's the name of your employer?

Speaker speaker_2: BGSF Staffing.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 2095.

Speaker speaker_1: And your first and last name.

Speaker speaker_2: Daryl Sewell.

Speaker speaker_1: Okay. Do you mind verifying, uh, your address and date of birth?

Speaker speaker_2: 649 Dale Rose, 38116 Memphis, Tennessee, 04-29-1989.

Speaker speaker_1: Phone number, 901-691-9872?

Speaker speaker_2: Yes. Polotailig@gmail.com.

Speaker speaker_3: Hello, Mr. Sewell.

Speaker speaker_1: Okay. And...

Speaker speaker_4: Yes, ma'am.

Speaker speaker_3: Yes, sir. May I ask, um, is the, is the insurance through the company? So the insurance is through the company, right? Or is it-

Speaker speaker_2: Uh...

Speaker speaker_3: ... a private insurance like they send now?

Speaker speaker_2: I think it's, I think it's a private insurance. I have them on the phone right now.

Speaker speaker_3: Okay. Okay. Uh, can I get that insurance name?

Speaker speaker_1: So this is, uh, insurance through his employer, BGSF.

Speaker speaker_3: Okay. So we will-

Speaker speaker_1: Um, it looks-

Speaker speaker_3: ... have to send the medical. Well, can you repeat that name for me, ma'am? I'm sorry. I didn't mean to interrupt you.

Speaker speaker_1: It's BGSF, the name of his staffing agency.

Speaker speaker_3: All right. Yes, ma'am. Um, so the concern today is, uh, medical release form was allegedly sent to you guys, um, by the caseworker to, uh, you know, r- remove the emancipated child who is, uh, um, Jadarian Sewell off of his medical, um, insurance. But if the insurance is through the employer, we would have to... Well, yeah. We would have to send the medical release form to the employer and then the employer will reach out to the insurance that is, that they are partnered with.

Speaker speaker_1: Yeah. So that's probably... Because this is Benefits and a Card. We're benefits administrators. So we're not BGSF. We haven't received the termination notice just yet. So I would say he needs to-

Speaker speaker_3: Okay.

Speaker speaker_1: ... reach out to his employer directly to see if they've received that termination notice.

Speaker speaker_3: Okay. Yeah. Because, um, the caseworker on the case did, um, send a medical release form to the employer last month.

Speaker speaker_2: But that's the thing. Miss Mary, Miss Mary is my coordinator, and she's saying that she can't do anything about it. That's what, that's the, that's the reason she guided me to 1-800 number to the insurance Benefit and a Card. They saying they-

Speaker speaker_1: Yeah. So-

Speaker speaker_2: ... can't do anything.

Speaker speaker_1: To my knowledge, when they receive the termination notice, they have to send that over to us.

Speaker speaker_3: Yeah.

Speaker speaker_1: Because it's sent to them and then they-

Speaker speaker_3: And then-

Speaker speaker_1: ... send it over to us. And again, like I said, I do not see a termination notice on your file, so we're still waiting-

Speaker speaker_2: And if it's-

Speaker speaker_1: ... on your employer to send that o-

Speaker speaker_2: And if you... She's saying that it got sent a month ago. So basically y'all telling me I'm finna have to keep paying for this because y'all want just take the fax number. So basically I got the fax number from you all, from the insurance company. So you telling me the child support office can't fax the information directly to y'all so y'all can do the cancellation? I mean-

Speaker speaker_3: That's correct. Your employer-

Speaker speaker_2: My whole shit is being dumb.

Speaker speaker_3: Your employer will have to speak to the employer, sir.

Speaker speaker_1: Yeah. What you need to do from here is reach out to your employer and let them know that Benefits and a Card has not received that termination notice, so that they can send that over to us. I understand that they said they sent it to us about a month ago, but we do not have it.

Speaker speaker_2: No, no, no.

Speaker speaker_3: Um.

Speaker speaker_2: Miss, the, the, the, the child support saying they sent it to the, my employment.

Speaker speaker_3: The employer. Yeah, we asked-

Speaker speaker_1: Okay.

Speaker speaker_3: ... to speak to the employer a month ago and, um...

Speaker speaker_2: And the employer is saying that they didn't receive anything because I've been calling them. So they are telling me to reach out to my insurance company. I'm calling it. So you were telling me to call the employers. The employer telling me to call the insurance company back.

Speaker speaker_3: But the employer would have to send the... Okay. So I don't, I don't know what happened with the miss of the medical release form, but this is what I'm going to do. Um, we can't send a medical release form in the call center. Your caseworker would have to perform that action. So I am gonna ask her to send it again, but she did send it to the employer about a month ago when you had called in about it. She had, you know, she sent it to, um, to the employer and she did state that-Sometimes, the employment might keep the child on there till they're 26. So, I don't know if that's something that your employment does, but if they're saying that they haven't received it, I am gonna send a message to your caseworker and I'm gonna ask her to resend that medical notice then. Because, it was sent, but if they can't find it, then we're going to send another one, another release form, and they will have to then forward that release form to the insurance that is partnered with the employment. So, I'm sorry that you've been getting the runaround. But, I-

Speaker speaker_2: I mean, I know, it's not the runaround. I'm losing my whole check, man. I mean, my kids stay with me. I'm on insurance for a 18-year-old child that works and has a diploma. Y'all didn't even put me on... y'all didn't even put the insurance on my youngest child with the same mother, so I'm not understanding. How am I losing my whole check? I... I'm getting zero dollars. I get paid weekly. I'm getting zero dollars.

Speaker speaker_3: Yes, sir. The insurance release form was sent to your employer. That would be a matter with your employer. But I am gonna ask your caseworker to resend that, in case they might have misplaced it or... I- I don't know how they couldn't receive it, but...

Speaker speaker_2: Because they're telling me they don't deal with the insurance, so they are not checking it. That's what I'm trying to say to you.

Speaker speaker_3: So, the insurance company... so, so the insurance company isn't a private insurance company. This isn't an insurance company that you go through personally.

Speaker speaker_2: I didn't... I didn't go through them personally. They- they-

Speaker speaker_3: But they do deal with the insurance.

Speaker speaker_2: The insurance company... the insurance company or whatever the job received a court order to put me on insurance.

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: To put the child on insurance. So my 18-year-old son, Jerry Sewell, it was a court order released that made them take the money, start taking money for them to put me um... put him on insurance. If they didn't give, they're telling me to call the insurance company when dealing with the insurance. They're telling me they don't have any information and they can't do anything.

Speaker speaker_3: But they can, because, um, the insurance company is not a private one. It's not something that you go through. In that case, then they couldn't do anything with it, and we would have to get the name of the insurance company and fax it over. But I did get the name of the insurance company. I'm also going to, um, copy that fax number and I'm going to put it down up in there. But, um, your employment sends... the insurance is through them. They would... like, that's the process. Um... I don't know. Uh-

Speaker speaker_2: I mean, y- y- it kind... it... it don't even make sense, right? If the... if the letter was sent a month ago... if the letter was sent a month ago...

Speaker speaker_3: It is court ordered. It is court ordered. And yes, sir, it would. Your, um, caseworker, she had called back, she had reached back to you and she had let you know that the medical release form was sent to the employer and our system, it was sent to the employer. And, they would have to do with the insurance. I'm not understanding how they're saying they're not dealing... they don't deal with the insurance, but-

Speaker speaker_2: My point exactly goes back-

Speaker speaker_3: They have to send it to them-

Speaker speaker_2: My point exactly.

Speaker speaker_3: You know they have to send that form to them. So-

Speaker speaker_2: My point exactly. And that's the... that's the only way I was able to get the insurance number, because I didn't even know who the insurance was with that my child, um, had or that they put on the child. So, when they gave me the number and then they gave me the court orders... okay, so the court orders that they said was sent out had sh- um, child support number on it. That's how I ended up getting all the information about which child.

Speaker speaker_3: Yes. So, that is true. When the medical insurance is court ordered, we do reach out to the employer, um, that you're working with, and we ask them, you know, if they do provide insurance for you, uh, because it could either be you go through the employer insurance or you have your own insurance. You say you go through... through the employer insurance, so they sent you to the employer, um, telling them to garnish this amount for the child. You called us, let us know that the child is now 18, we have received those documents from the mother, and we had sent the medical release form to your employer.

Speaker speaker_2: Okay.

Speaker speaker_3: So, I'm not understanding how they're saying that they can't reach out to the insurance company, but they had to reach out to the insurance company the first time to even start garnishing for that insurance. So, the issue is not the insurance company nor is it the child support. It is your employment.

Speaker speaker_2: And my employment is not in a local area, so my employment is a temporary service that is based off out of Las Vegas and out of Texas. So y'all probably... when y'all sending it, it's probably reaching nine or 12 different... it's in one email but nobody's checking it because it's 12 different people that's working in this office.

Speaker speaker_3: Okay. Yes, sir. Um, so you're saying that we should send it to... like, where are their head- what are their headquarters? What's the main office? The Las Vegas one or the Texas one?

Speaker speaker_2: Um, I think I'm going through the one in Texas.

Speaker speaker_3: Okay.

Speaker speaker_2: And my coordinator name is Miss Mary. She's my coordinator at BGS. So, she will be the person that is over my... over my case, my documents. So, if y'all send it to, um, a Mr. Kyle or if y'all send it to a Miss Melinda then are not my caseworkers, so it's never gonna make it.

Speaker speaker_3: But I... they should be able to, um, refer it to her, because they work in the same company.

Speaker speaker_2: Yes, but that's not how... that's not how it's going.

Speaker speaker_3: Oh, okay. Okay.

Speaker speaker_2: Yes, I have them.

Speaker speaker_3: Can I get the name again?

Speaker speaker_2: Ms. Mary. I also have a, uh, a local number on her as well.

Speaker speaker_3: Can I receive that as well?

Speaker speaker_2: Okay, hold on. The, uh, local number for Ms. Mary would be 901-254-7968.

Speaker speaker_3: All right. Yes, sir. Um, your case worker, she's a very active case worker. Uh, as you can tell, she reached out, so I believe that she'll be able to get this done pretty soon. I can't guarantee that it will be done today, because I don't know how her caseload is looking. But, um-

Speaker speaker_2: I just need, I just need it sent. I mean, I'm, I'm working, like you said you sent it a month ago, ma'am. I haven't seen a check in almost two months. When I'm receiving my checks, I can, I can send in checks too. I'm, I'm receiving \$32, \$20, \$0. I can make \$500, \$600, man. They taking \$350, \$400. They busted me. I, I, I don't have, I don't have it like that, man. I got my kids staying with me. So both my kids with me. I don't even understand how these even got started in the beginning. The documentation still with government. That's what I'm saying. I'm on child support. I'm on child support for the insurance, ma'am. I've been on child support since he was five.

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: So the court order still is, the court order still wasn't supposed to been put out. See, because I've been paying child support for him for over 10 years, over, over a decade. So the child support order that I was placed on when it started, when he was five, and his sister was three years old, ma'am, it was for insurance. Not because I wasn't taking care of

the kids or there wasn't any money. So I went to court with my, my kids' mother. We are also married.

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: But for the simple fact I didn't have a job in, at this point in time when he was five and no insurance was on the kids. They forced me to pay insur- uh, the child support. I've been on child support for over a decade paying for the insurance. I've paid up all my, my, my background child support, if, if, if you can look at it and see.

Speaker speaker_3: Yeah, I'm-

Speaker speaker_2: They just took some money for child support just, just this week off a check I did get, and I'm still paying insurance. It doesn't make any sense. And the child 18, when I got a 15-year-old daughter in the same household.

Speaker speaker_3: Yes, sir. Well, we did our part. We did our part, sir. I don't know what happened.

Speaker speaker_2: I'm talking about damn, God. See, that don't make no sense. Y'all got fathers out here ain't doing nothing. Y'all wanna take my whole check.

Speaker speaker_3: Um, yes, sir. I apologize.

Speaker speaker_2: They don't even wanna give me nobody to talk to. They constantly giving me the runaround. Y'all sending me something was sent a month ago. I got other people telling me they can't do nothing about it.

Speaker speaker_3: Uh, I'll be-

Speaker speaker_2: I mean, should I, should I come up to the local office on Mendenhall to actually get to talk to someone?

Speaker speaker_3: We are no longer on Mendenhall. But, um, um, when you come up to the local office, it will still be the same answer.

Speaker speaker_2: I mean, but at least I'll be able to talk to them. At least somebody will be able to tell me something. Maybe they'll tell me more.

Speaker speaker_3: Okay. Well, we're gonna go ahead and get you connected with a local office. You can call them and let them know that you're calling about this case, okay?

Speaker speaker_2: Hmm.