

Transcript: VICTORIA

Taylor-5412102584582144-6515976288518144

Full Transcript

Like, it says I was giant, but what would happen- All right, this is Victoria, how can I help you? Um, yes, my name is Javon Brown and I was calling about, uh, I'm supposed to be opted out of y'all insurance, but y'all still charging me for it. I got a lot of, uh. Okay, what is the name of the agency you work for? Third 70. I'll see you later. Bye, Tiffany. Bye. Okay and, um, let's see, the last four of your Social? 2660. And your first and last name again? Javon Brown. Okay. Uh, do you mind verifying your address and date of birth? Uh, 9-23-84 4-83 Pea Ridge Road, Manchester, Tennessee. All right, phone number 731-394-2941? Yes. And then email is J923833 at gmail.com? Yes. Okay, give me one second. It's not taking it out for the kids, but it's taking it out for me by myself. Okay, I don't see that you're enrolled into anything. Well, it's taking... I'm looking there, th- they're taken out for dental, \$4 for, uh, dental, \$11 for vision. Dental, vision, um, MEC, check rent, 10 rent, \$22.39. Okay. Um, let's see, and is that the check that you received this week? Yes, this week's check. Yeah, 'cause I don't see that we've received a deduction since December of '24. Um, is that the first check that you've noticed that being taken out on? Yeah, the first check I did get. Okay. So what I'm going to do is I'm going to send you an email with instructions on how to send that over to us so we can investigate on what's going on. Uh, 'cause like I said, in my systems I'm not seeing that you're enrolled into anything and I don't have that deduction listed either. Uh, so it's something we will, I will have to escalate and then follow back up with you on. Okay. All right, thank you. One second. Sorry, my email's just being a little slow. And just to make sure, the email address is J923833 at gmail.com? Yeah. Are you there? Hello? Hello, ma'am. Oh, I'm sorry, I couldn't hear you at first. Uh, the email address I have is J923833 at gmail.com? Correct. Yeah. Okay. So once you submit that over to us, um, it will take about 24 to 48 business hours for us to investigate. Um, and as soon as I get word back on what's going on, I will follow up with you from there, okay? Yes, ma'am. All righty. Do you need help with anything else? No, ma'am. All right. You have a wonderful day. You too. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Like, it says I was giant, but what would happen-

Speaker speaker_1: All right, this is Victoria, how can I help you?

Speaker speaker_2: Um, yes, my name is Javon Brown and I was calling about, uh, I'm supposed to be opted out of y'all insurance, but y'all still charging me for it.

Speaker speaker_0: I got a lot of, uh.

Speaker speaker_1: Okay, what is the name of the agency you work for?

Speaker speaker_2: Third 70.

Speaker speaker_0: I'll see you later. Bye, Tiffany. Bye.

Speaker speaker_1: Okay and, um, let's see, the last four of your Social?

Speaker speaker_2: 2660.

Speaker speaker_1: And your first and last name again?

Speaker speaker_2: Javon Brown.

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

Speaker speaker_2: Uh, 9-23-84 4-83 Pea Ridge Road, Manchester, Tennessee.

Speaker speaker_1: All right, phone number 731-394-2941?

Speaker speaker_2: Yes.

Speaker speaker_1: And then email is J923833 at gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, give me one second.

Speaker speaker_2: It's not taking it out for the kids, but it's taking it out for me by myself.

Speaker speaker_1: Okay, I don't see that you're enrolled into anything.

Speaker speaker_2: Well, it's taking... I'm looking there, th- they're taken out for dental, \$4 for, uh, dental, \$11 for vision. Dental, vision, um, MEC, check rent, 10 rent, \$22.39.

Speaker speaker_1: Okay. Um, let's see, and is that the check that you received this week?

Speaker speaker_2: Yes, this week's check.

Speaker speaker_1: Yeah, 'cause I don't see that we've received a deduction since December of '24. Um, is that the first check that you've noticed that being taken out on?

Speaker speaker_2: Yeah, the first check I did get.

Speaker speaker_1: Okay. So what I'm going to do is I'm going to send you an email with instructions on how to send that over to us so we can investigate on what's going on. Uh, 'cause like I said, in my systems I'm not seeing that you're enrolled into anything and I don't have that deduction listed either. Uh, so it's something we will, I will have to escalate and then follow back up with you on.

Speaker speaker_2: Okay. All right, thank you.

Speaker speaker_1: One second. Sorry, my email's just being a little slow. And just to make sure, the email address is J923833 at gmail.com?

Speaker speaker_2: Yeah.

Speaker speaker_1: Are you there? Hello?

Speaker speaker_2: Hello, ma'am.

Speaker speaker_1: Oh, I'm sorry, I couldn't hear you at first. Uh, the email address I have is J923833 at gmail.com?

Speaker speaker_2: Correct. Yeah.

Speaker speaker_1: Okay. So once you submit that over to us, um, it will take about 24 to 48 business hours for us to investigate. Um, and as soon as I get word back on what's going on, I will follow up with you from there, okay?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All righty. Do you need help with anything else?

Speaker speaker_2: No, ma'am.

Speaker speaker_1: All right. You have a wonderful day.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you. Bye-bye.