

Transcript: Chris Sofield

(deactivated)-5386513904779264-6662506476945408

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Blue Oceans Card, this is Chris. How can I help you today? Um, hello. This is Rochelle Price. Um, I'm still having the ongoing issue of you guys taking money out of my paychecks for, I don't know, seven weeks now to be exact. It's over \$200 worth of, of stuff has been taken out of my checks that I called two weeks into my job and asked you guys to take me off of auto-enroll. You said, you guys said you did and then I didn't realize it was still come- or anything was coming out of my checks until my checks continued to be short, so- Okay, let me take a look at your- ... my work contacted you guys and everything. Let me take a look at your file and see what's going on. What, what staffing company do you work with? Surge. And the last four of your social? 7476. Miss Price, could you verify your address and date of birth, please? 228 North Wylie Street, Crestline, Ohio 44827. And my... wha- what else did you say? Sorry about that. Your date of birth. Uh, 7/14/92. Thank you. We have a phone number on file of 564-3406? Yes. Okay, one moment. Let me take a look here. Give me just a moment. Okay. So, while I do see here that you had called in to opt out of automatic enrollment, after you had done so, we received a court order document mandating that you had to have this insurance. Uh, we cannot legally- No, no- ... term... We cannot legally t- c- uh, cancel this coverage until we receive a termination document from that court who issued this mandate. The only thing I can do for you at this time is give you the phone number to the court as well as the case number itself, and you can speak with them about what n- what needs to be done for them to send over a termination document. But until we receive that, legally we cannot touch this. Okay. I've already talked to child support and everything. They said- Okay. ... that there's no reason if I'm making under the income that this should be taken out, and it's still being fucking taken out. Okay. Well, again- I'm, I'm s- ... we have, we have the document on file. We do not have a termination document. We legally cannot touch this until a termination document is received. Okay. So basically what you're saying is I'm still gonna continue to be charged until they decide whenever they want to send this fucking document. Yeah, until we receive the document, we can't- Because it was not court ordered- ... we can't cancel this. ... by... it was not court ordered by any means that... I have the court papers from my divorce. There is no court order stating that I have to pay any type of insurance. We received a document- But- ... stating that you do. We can't t- we can't touch this- Oh, fuck my life. ... until we receive a termination notice. Oh, boy. Okay. Let me, uh, I got to find a pen so I can write this fucking number down. I am so tired of this shit. So, you guys basically never auto-unenrolled me. You just kept it on there and then got a court paper and then just left it, basically. No. We, we did, we did opt you out of the automatic enrollment. But then after the automatic enrollment was declined, we received the court order. And per- Oh, my God. ... legal mandates, we, we were required to enroll you into that. Okay. I'm ready for the number

whenever you're ready. All right. So the phone number to call is going to be 562-0773. Okay. And the case number is 7131998739. 8739? Yes, ma'am. Okay. Okay, thank you so much. You're welcome. Have a good day. Mm. You too.

Conversation Format

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

Speaker speaker_1: Thank you for calling Blue Oceans Card, this is Chris. How can I help you today?

Speaker speaker_2: Um, hello. This is Rochelle Price. Um, I'm still having the ongoing issue of you guys taking money out of my paychecks for, I don't know, seven weeks now to be exact. It's over \$200 worth of, of stuff has been taken out of my checks that I called two weeks into my job and asked you guys to take me off of auto-enroll. You said, you guys said you did and then I didn't realize it was still come- or anything was coming out of my checks until my checks continued to be short, so-

Speaker speaker_1: Okay, let me take a look at your-

Speaker speaker_2: ... my work contacted you guys and everything.

Speaker speaker_1: Let me take a look at your file and see what's going on. What, what staffing company do you work with?

Speaker speaker_2: Surge.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 7476.

Speaker speaker_1: Miss Price, could you verify your address and date of birth, please?

Speaker speaker_2: 228 North Wylie Street, Crestline, Ohio 44827. And my... wha- what else did you say? Sorry about that.

Speaker speaker_1: Your date of birth.

Speaker speaker_2: Uh, 7/14/92.

Speaker speaker_1: Thank you. We have a phone number on file of 564-3406?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, one moment. Let me take a look here. Give me just a moment. Okay. So, while I do see here that you had called in to opt out of automatic enrollment, after you had done so, we received a court order document mandating that you had to have this insurance. Uh, we cannot legally-

Speaker speaker_2: No, no-

Speaker speaker_1: ... term... We cannot legally t- c- uh, cancel this coverage until we receive a termination document from that court who issued this mandate. The only thing I can do for you at this time is give you the phone number to the court as well as the case number itself, and you can speak with them about what n- what needs to be done for them to send over a termination document. But until we receive that, legally we cannot touch this.

Speaker speaker_2: Okay. I've already talked to child support and everything. They said-

Speaker speaker_1: Okay.

Speaker speaker_2: ... that there's no reason if I'm making under the income that this should be taken out, and it's still being fucking taken out.

Speaker speaker_1: Okay. Well, again-

Speaker speaker_2: I'm, I'm s-

Speaker speaker_1: ... we have, we have the document on file. We do not have a termination document. We legally cannot touch this until a termination document is received.

Speaker speaker_2: Okay. So basically what you're saying is I'm still gonna continue to be charged until they decide whenever they want to send this fucking document.

Speaker speaker_1: Yeah, until we receive the document, we can't-

Speaker speaker_2: Because it was not court ordered-

Speaker speaker_1: ... we can't cancel this.

Speaker speaker_2: ... by... it was not court ordered by any means that... I have the court papers from my divorce. There is no court order stating that I have to pay any type of insurance.

Speaker speaker_1: We received a document-

Speaker speaker_2: But-

Speaker speaker_1: ... stating that you do. We can't t- we can't touch this-

Speaker speaker_2: Oh, fuck my life.

Speaker speaker_1: ... until we receive a termination notice.

Speaker speaker_2: Oh, boy. Okay. Let me, uh, I got to find a pen so I can write this fucking number down. I am so tired of this shit. So, you guys basically never auto-unenrolled me. You just kept it on there and then got a court paper and then just left it, basically.

Speaker speaker_1: No. We, we did, we did opt you out of the automatic enrollment. But then after the automatic enrollment was declined, we received the court order. And per-

Speaker speaker_2: Oh, my God.

Speaker speaker_1: ... legal mandates, we, we were required to enroll you into that.

Speaker speaker_2: Okay. I'm ready for the number whenever you're ready.

Speaker speaker_1: All right. So the phone number to call is going to be 562-0773.

Speaker speaker_2: Okay.

Speaker speaker_1: And the case number is 7131998739.

Speaker speaker_2: 8739?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay. Okay, thank you so much.

Speaker speaker_1: You're welcome. Have a good day.

Speaker speaker_2: Mm. You too.