

Transcript: Estefania

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Full Transcript

Thank you for calling- This is a- ... Benefits in a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. I'd like to make some changes to my insurance policy. Okay, um- Since I was automatically enrolled and my court order says all I need is health coverage. I don't need dental nor vision or medical. Okay. So when it's court ordered, we're not really allowed to make any changes if there's not, like, a notice from the court saying that. But I can check to see if there is. If there is out, you know, maybe- I've done this before with you guys 'cause I've worked for Integrity. Okay. But like I said, I'm not sure who you've spoken with, but I need to look- ... in your file to see if there's anything, especially when it comes to court. Uh, what staffing agency? Yeah, the court order doesn't say dental or vision or medical. Yep. Can I get the name of your staffing agency, sir? I have the court order right here that says medical. Sir, I need the name of your staffing agency. Yes. If you can stop and listen, it's Integrity Staffing, Crest Hill, Illinois. Okay. And then what are the last four of your social? 3563. Okay. And then your first and last name? Paul Gottberg. G-O-T-T, B as in boy, E as in Eric, R as in Robert, G as in goat. Okay. Can you please verify your address and date of birth for security purposes? Date of birth is 04-29-1985. Address is 2390 Bicentennial Ave. Okay. And then that- I recollect. And then that city and state, please. Crest Hill, Illinois. Okay, give me one second. Let's see. You called today also and spoke with a rep earlier? Yes. Okay. So- I didn't have enough time to finish because I'm on lunch. I was on lunch break. Let's see what they put. Like this? VIC night teller rec. I don't need that. I don't want it. There's no reason I need- Okay. So- ... teller rec. I can go to a doctor. What I don't- I understand that. But the rep earlier did tell you the same thing that I said, that there needs to be a court order to cancel when he's... Court order termination letter. So he did- To cancel medical. Not to cancel any of this other shit. I guarantee you could put me on the phone with a supervisor. That's fine, I'll wait. And you can thank you- Okay. Yes, sir. Thank you. I'll put you with the supri- You're welcome, sir. What?

Conversation Format

Speaker speaker_0: Thank you for calling-

Speaker speaker_1: This is a-

Speaker speaker_0: ... Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Hi, Stephanie. I'd like to make some changes to my insurance policy.

Speaker speaker_0: Okay, um-

Speaker speaker_2: Since I was automatically enrolled and my court order says all I need is health coverage. I don't need dental nor vision or medical.

Speaker speaker_0: Okay. So when it's court ordered, we're not really allowed to make any changes if there's not, like, a notice from the court saying that. But I can check to see if there is. If there is out, you know, maybe-

Speaker speaker_2: I've done this before with you guys 'cause I've worked for Integrity.

Speaker speaker_0: Okay. But like I said, I'm not sure who you've spoken with, but I need to look- ... in your file to see if there's anything, especially when it comes to court. Uh, what staffing agency?

Speaker speaker_2: Yeah, the court order doesn't say dental or vision or medical.

Speaker speaker_0: Yep. Can I get the name of your staffing agency, sir?

Speaker speaker_2: I have the court order right here that says medical.

Speaker speaker_0: Sir, I need the name of your staffing agency.

Speaker speaker_2: Yes. If you can stop and listen, it's Integrity Staffing, Crest Hill, Illinois.

Speaker speaker_0: Okay. And then what are the last four of your social?

Speaker speaker_2: 3563.

Speaker speaker_0: Okay. And then your first and last name?

Speaker speaker_2: Paul Gottberg. G-O-T-T, B as in boy, E as in Eric, R as in Robert, G as in goat.

Speaker speaker_0: Okay. Can you please verify your address and date of birth for security purposes?

Speaker speaker_2: Date of birth is 04-29-1985. Address is 2390 Bicentennial Ave.

Speaker speaker_0: Okay. And then that-

Speaker speaker_2: I recollect.

Speaker speaker_0: And then that city and state, please.

Speaker speaker_2: Crest Hill, Illinois.

Speaker speaker_0: Okay, give me one second. Let's see. You called today also and spoke with a rep earlier?

Speaker speaker_2: Yes.

Speaker speaker_0: Okay. So-

Speaker speaker_2: I didn't have enough time to finish because I'm on lunch. I was on lunch break.

Speaker speaker_0: Let's see what they put.

Speaker speaker_2: Like this? VIC night teller rec. I don't need that. I don't want it. There's no reason I need-

Speaker speaker_0: Okay. So-

Speaker speaker_2: ... teller rec. I can go to a doctor. What I don't-

Speaker speaker_0: I understand that. But the rep earlier did tell you the same thing that I said, that there needs to be a court order to cancel when he's... Court order termination letter. So he did-

Speaker speaker_2: To cancel medical. Not to cancel any of this other shit. I guarantee you could put me on the phone with a supervisor. That's fine, I'll wait. And you can thank you-

Speaker speaker_0: Okay. Yes, sir.

Speaker speaker_2: Thank you.

Speaker speaker_0: I'll put you with the supri- You're welcome, sir.

Speaker speaker_2: What?