

## **Transcript: Francesca**

**Baez-5957320284520448-6572615218970624**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10-0 00. My name is Francesca. How can I assist you today? Um, yeah, I wanted to know if I, uh, could opt out of the insurance. What staffing company do you work with? Um, Surge. Can we go to the last row of the Social? Uh, eight, five, four, six. And the last name, please? Cena, C-E-N-A. For security purposes, can you please verify the mailing address and date of birth? Uh, 94 Coast Street, Tiffin, Ohio, 44883. And the birthdate is 04/07/1981. I have this phone number to reach for, 19-3-14-15-12? Yep. Can I have your email down as dmwee41@gmail.com? Yep. So unfortunately, we're unable to opt you out due to the fact that we have a court order mandating you to be enrolled into benefits. Okay. On- on my paycheck stub, I pay for two different ones and I don't- I don't understand why I'm paying for two different ones if I... I- I- I don't understand that. What you're currently enrolled into is per your court order. The court order- Okay. ... requested for you to be enrolled into those two different ones. Okay, I'll have to figure out what it is. Does that cover, does that cover all my children, or just the children and myself, or how does that work? So unfortunately, we're, legally speaking, not allowed to advise you what children are currently being covered under that. You'll have to speak with the court in regards to it. Okay. Um, but I'm- You'll have to speak with- ... covered under... I'm covered under it, too? Yes, ma'am. So any benefits you get with the staffing companies, whether it has a court order or not, if a dependent is also supposed to get covered, you have to have benefits 'cause you're the employee. So you as well- Okay. ... as the court-mandated dependents have benefits at the moment. Okay. All right. All right. Is there any- I'll go ahead. Um, I was just about to ask that. Okay. Um, with that being said, I hope you have a wonderful rest of your day. All right, thank you. No problem.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits 10-0 00. My name is Francesca. How can I assist you today?

Speaker speaker\_2: Um, yeah, I wanted to know if I, uh, could opt out of the insurance.

Speaker speaker\_1: What staffing company do you work with?

Speaker speaker\_2: Um, Surge.

Speaker speaker\_1: Can we go to the last row of the Social?

Speaker speaker\_2: Uh, eight, five, four, six.

Speaker speaker\_1: And the last name, please?

Speaker speaker\_2: Cena, C-E-N-A.

Speaker speaker\_1: For security purposes, can you please verify the mailing address and date of birth?

Speaker speaker\_2: Uh, 94 Coast Street, Tiffin, Ohio, 44883. And the birthdate is 04/07/1981.

Speaker speaker\_1: I have this phone number to reach for, 19-3-14-15-12?

Speaker speaker\_2: Yep.

Speaker speaker\_1: Can I have your email down as dmwee41@gmail.com?

Speaker speaker\_2: Yep.

Speaker speaker\_1: So unfortunately, we're unable to opt you out due to the fact that we have a court order mandating you to be enrolled into benefits.

Speaker speaker\_2: Okay. On- on my paycheck stub, I pay for two different ones and I don't- I don't understand why I'm paying for two different ones if I... I- I- I don't understand that.

Speaker speaker\_1: What you're currently enrolled into is per your court order. The court order-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... requested for you to be enrolled into those two different ones.

Speaker speaker\_2: Okay, I'll have to figure out what it is. Does that cover, does that cover all my children, or just the children and myself, or how does that work?

Speaker speaker\_1: So unfortunately, we're, legally speaking, not allowed to advise you what children are currently being covered under that. You'll have to speak with the court in regards to it.

Speaker speaker\_2: Okay. Um, but I'm-

Speaker speaker\_1: You'll have to speak with-

Speaker speaker\_2: ... covered under... I'm covered under it, too?

Speaker speaker\_1: Yes, ma'am. So any benefits you get with the staffing companies, whether it has a court order or not, if a dependent is also supposed to get covered, you have to have benefits 'cause you're the employee. So you as well-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... as the court-mandated dependents have benefits at the moment.

Speaker speaker\_2: Okay. All right. All right.

Speaker speaker\_1: Is there any-

Speaker speaker\_2: I'll go ahead.

Speaker speaker\_1: Um, I was just about to ask that.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, with that being said, I hope you have a wonderful rest of your day.

Speaker speaker\_2: All right, thank you.

Speaker speaker\_1: No problem.