

Transcript: Franchesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... my name is Francesca. How can I assist you today? Um, hello. This is Michelle Price. Um, I, uh, just received my benefits in a card, card in the mail, and I already had called you guys as soon as I started working and told you guys to keep me off the auto enroll. And so I'm pretty sure I've been being charged this whole time. Okay. Let's take a look. What staffing company do you work with? Um, Surge, and it's through My Lark Industries in Mansfield, Ohio. Surge ... What are the last four of your Social? Yes, ma'am, I'm aware. We are the administrators for the health insurance of the staffing company's offers. So that benefit card is not your Benefits in a Card coverage, it is a Surge staffing company coverage. We just administer the se- the benefits, sorry. Okay, so- What are the last four of your Social? 7476. Could you verify the mailing address and date of birth to make sure I'm on the right account? Uh, 228 North Wylie, Crestline, Ohio 44827, and date of birth is 7/14/1992. I have that phone number, 419-564-3406. Yep. And I have the email down, first name 82922@gmail.com? Yep. Okay, so I see where you're enrolled. You were enrolled as of October 22- ... due to the fact that we received a court order for those benefits. A court order? Yes, ma'am. How? For, for, for what? The insurance that my ex-husband already gets for my children? The hell no. So then we need to- This motherfucker ain't taking no more goddamn money from me. Okay, ma'am. I wish- Tell me- I wish you could just wait- ... who do I contact to get this, uh, figured out? You will have to speak with the coroner. I can give you the phone number that's on the document if you like. Uh, yeah, one second. Sure thing. Okay, I'm ready. 419-562-

Conversation Format

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

Speaker speaker_1: ... my name is Francesca. How can I assist you today?

Speaker speaker_2: Um, hello. This is Michelle Price. Um, I, uh, just received my benefits in a card, card in the mail, and I already had called you guys as soon as I started working and told you guys to keep me off the auto enroll. And so I'm pretty sure I've been being charged this whole time.

Speaker speaker_1: Okay. Let's take a look. What staffing company do you work with?

Speaker speaker_2: Um, Surge, and it's through My Lark Industries in Mansfield, Ohio. Surge ...

Speaker speaker_1: What are the last four of your Social? Yes, ma'am, I'm aware. We are the administrators for the health insurance of the staffing company's offers. So that benefit card is not your Benefits in a Card coverage, it is a Surge staffing company coverage. We just administer the se- the benefits, sorry.

Speaker speaker_2: Okay, so-

Speaker speaker_1: What are the last four of your Social?

Speaker speaker_2: 7476.

Speaker speaker_1: Could you verify the mailing address and date of birth to make sure I'm on the right account?

Speaker speaker_2: Uh, 228 North Wylie, Crestline, Ohio 44827, and date of birth is 7/14/1992.

Speaker speaker_1: I have that phone number, 419-564-3406.

Speaker speaker_2: Yep.

Speaker speaker_1: And I have the email down, first name 82922@gmail.com?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay, so I see where you're enrolled. You were enrolled as of October 22- ... due to the fact that we received a court order for those benefits.

Speaker speaker_2: A court order?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: How? For, for, for what? The insurance that my ex-husband already gets for my children? The hell no.

Speaker speaker_1: So then we need to-

Speaker speaker_2: This motherfucker ain't taking no more goddamn money from me.

Speaker speaker_1: Okay, ma'am. I wish-

Speaker speaker_2: Tell me-

Speaker speaker_1: I wish you could just wait-

Speaker speaker_2: ... who do I contact to get this, uh, figured out?

Speaker speaker_1: You will have to speak with the coroner. I can give you the phone number that's on the document if you like.

Speaker speaker_2: Uh, yeah, one second.

Speaker speaker_1: Sure thing.

Speaker speaker_2: Okay, I'm ready.

Speaker speaker_1: 419-562-