

## **Transcript: Justin**

**Mills-5526137678249984-5296490071900160**

### **Full Transcript**

Thank you for calling Benefits and Occur. This is Justin. How can I help you today? How you doing, Justin? Um, I'm calling because I was trying to see... I have my own benefits, right? And I was trying to see if I could get took off of the benefits that you guys are providing for me right now. 'Cause right now, I'm like in a tight pinch and I'm... kind of need all my money. Totally understand. What's that staffing agency you work for? Um, uh, it used to be Terra Staffing but now it's Vista, I believe. Vestella? Vestella. The last four of your social? Uh, what'd you say? The last four of your social. Oh, 2-1-1-4. 2114. Okay. And what was your first and last name? Uh, John Allen. Okay. And for security purposes, could you verify your home address, including city, state and zip code, John? Uh, 12611 Northeast 99th Street, Vancouver, Washington, 98686. And confirm your date of birth. 12/13/85. I think the telephone number has 510-816-8940. Yes. And the email, it has kj9434006@gmail.com? Yes. Okay, so let's see here. So looking at the file, looks like you're enrolled into employee plus child coverage. However, unfortunately, I wouldn't be able to cancel it right now because you're court ordered. Um, until we receive a termination letter from the court, we won't be able to re-... actually cancel the coverage. But they got... But, uh, can't they c- cancel the coverage for me and just keep him? 'Cause I'm getting charged for both of us. Like, that's a lot of money they taking out of each one of my checks every week. Like, that's a lot of money each week. Yes, sir. I totally understand that. However, unfortunately, we wouldn't be able to take you off and just keep the child on because the child can't work. You have to be employee plus child coverage. Oh. So, you couldn't take me off and keep him on? And I'm, I'm employed? And that way I could at least get... 'Cause I don't need no insurance. I have my own. I totally understand that, but like I said, we wouldn't be able to... We wouldn't be able to cancel the coverage because you're court ordered to have coverage for employee plus child. But to answer your question earlier, we wouldn't be able to take you off of the coverage and keep them because the children can't work. So, how are they going to be able to pay for the benefits? Yeah, so that was all right. But let me ask you this. Like, they are paying for my child, right? But my, my BM says she's already got insurance. So, where this money going if she already got insurance? Um, it's going for medical and dental/vision insurance. Um, I mean, I can provide you with the court's telephone number so you can contact them to see what exactly is going on. Yeah, I might have to need that. Hold on. I'm at work so I gotta get a pen and a paper. Hold on real quick, please. Okay. Let's see if I have a pencil here. Uh, all right, what's the number? So, the telephone number to the court is 866-901-3212. Uh-huh. And this is out of San Francisco, you said? Correct. The Superior Court of California, County of San Francisco. Yes, sir. All right, all right. So, I gotta contact them and tell them what now? Just contact them, see what you need to do to remove the court order. Um, and then once we receive a termination letter from the court, we can cancel the coverage for you. All right, thank

you. You're welcome, John. You have a great day, okay? You as well. All right, bye-bye. All right, bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits and Occur. This is Justin. How can I help you today?

Speaker speaker\_1: How you doing, Justin? Um, I'm calling because I was trying to see... I have my own benefits, right? And I was trying to see if I could get took off of the benefits that you guys are providing for me right now. 'Cause right now, I'm like in a tight pinch and I'm... kind of need all my money.

Speaker speaker\_0: Totally understand. What's that staffing agency you work for?

Speaker speaker\_1: Um, uh, it used to be Terra Staffing but now it's Vista, I believe. Vestella?

Speaker speaker\_0: Vestella. The last four of your social?

Speaker speaker\_1: Uh, what'd you say?

Speaker speaker\_0: The last four of your social.

Speaker speaker\_1: Oh, 2-1-1-4. 2114.

Speaker speaker\_0: Okay. And what was your first and last name?

Speaker speaker\_1: Uh, John Allen.

Speaker speaker\_0: Okay. And for security purposes, could you verify your home address, including city, state and zip code, John?

Speaker speaker\_1: Uh, 12611 Northeast 99th Street, Vancouver, Washington, 98686.

Speaker speaker\_0: And confirm your date of birth.

Speaker speaker\_1: 12/13/85.

Speaker speaker\_0: I think the telephone number has 510-816-8940.

Speaker speaker\_1: Yes.

Speaker speaker\_0: And the email, it has kj9434006@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, so let's see here. So looking at the file, looks like you're enrolled into employee plus child coverage. However, unfortunately, I wouldn't be able to cancel it right now because you're court ordered. Um, until we receive a termination letter from the court, we won't be able to re-... actually cancel the coverage.

Speaker speaker\_1: But they got... But, uh, can't they c- cancel the coverage for me and just keep him? 'Cause I'm getting charged for both of us. Like, that's a lot of money they taking out of each one of my checks every week. Like, that's a lot of money each week.

Speaker speaker\_0: Yes, sir. I totally understand that. However, unfortunately, we wouldn't be able to take you off and just keep the child on because the child can't work. You have to be employee plus child coverage.

Speaker speaker\_1: Oh. So, you couldn't take me off and keep him on? And I'm, I'm employed? And that way I could at least get... 'Cause I don't need no insurance. I have my own.

Speaker speaker\_0: I totally understand that, but like I said, we wouldn't be able to... We wouldn't be able to cancel the coverage because you're court ordered to have coverage for employee plus child. But to answer your question earlier, we wouldn't be able to take you off of the coverage and keep them because the children can't work. So, how are they going to be able to pay for the benefits?

Speaker speaker\_1: Yeah, so that was all right. But let me ask you this. Like, they are paying for my child, right? But my, my BM says she's already got insurance. So, where this money going if she already got insurance?

Speaker speaker\_0: Um, it's going for medical and dental/vision insurance. Um, I mean, I can provide you with the court's telephone number so you can contact them to see what exactly is going on.

Speaker speaker\_1: Yeah, I might have to need that. Hold on. I'm at work so I gotta get a pen and a paper. Hold on real quick, please.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Let's see if I have a pencil here. Uh, all right, what's the number?

Speaker speaker\_0: So, the telephone number to the court is 866-901-3212.

Speaker speaker\_1: Uh-huh. And this is out of San Francisco, you said?

Speaker speaker\_0: Correct. The Superior Court of California, County of San Francisco. Yes, sir.

Speaker speaker\_1: All right, all right. So, I gotta contact them and tell them what now?

Speaker speaker\_0: Just contact them, see what you need to do to remove the court order. Um, and then once we receive a termination letter from the court, we can cancel the coverage for you.

Speaker speaker\_1: All right, thank you.

Speaker speaker\_0: You're welcome, John. You have a great day, okay?

Speaker speaker\_1: You as well.

Speaker speaker\_0: All right, bye-bye.

Speaker speaker\_1: All right, bye-bye.