

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and our Cards. This is Justin. How can I help you today? This is Emmanuel Vance. I'm calling about my insurance that I tried to get canceled like a couple months ago. This is a real call bank. Okay. What's the staffing agency you work for? Which one? There's two. I said what- Uh- ... staffing agency you work for? Serge? And the last four of your Social? 3044. And what was your first and last name? Hello, are you still there? Hello? I'm still here. Uh, what's your first and last name? Emmanuel Vance. Okay. And for security purposes, can you verify your home address, including city, state and zip code? ... McCullough Boulevard, Apartment 506, Benton, Mississippi, 38826. Looks like I have a different address on file. Hello, are you still there? You probably got, uh, the 125 Mike Avenue in Guntown or you got 626 Menard Drive in Tupelo. I had Mike Avenue. Is that a current address or old address? Old address. What's the current address so I can go in and update it? 2690 McCullough Boulevard, Apartment 506. City and zip code? 38826. And confirm your date of birth. Hello, are you still there? I said July 17th, 2000. Okay. Well, your phone keeps going in and out, so I really can't hear you. Oh, my bad, my bad, my bad. I'm outside working. My fault. And a good telephone number I have is 662-873-1710. Yes, sir. And the email I have is emmanuelvance iCloud. Um, so looking at the file, it looks like you're court ordered to have medical coverage for employee plus child. So unfortunately, I wouldn't be able to cancel the coverage right now. I called... I just called... Okay, Mr. Mark Lee, because I heard all this before, like when y'all... when I tried to cancel a couple months ago. Serge said there is not no court order, and then I called the Task Force office, they said there's not a court order either. And they, they did say that I'm not supposed to be taking it out. I'm already getting insurance took out. I already been had insurance. Y'all been taking this out my check, my check becoming way short. Like am I even gonna get reimbursed their money that I'm spending because I don't want the insurance? I don't need it. Well, like I said, unfortunately, you're court ordered to have coverage for employee plus child. You can't- I'm saying, you're saying it's a court order, but when I called the court, the court said it's not a court order. Okay. Well, we need proof of that. We need for them to send a document stating we can cancel the coverage for you. Yeah, y'all, y'all are taking this out my check, so y'all can't call the court. No, sir. Y'all can't call the court and get y'all own proof that I don't need... I don't need the insurance getting took out of my check. No, sir. You would need to do that because it's your coverage- I already did that. That I'm- I already did that. They saying the same thing y'all saying. Have them d- So if both y'all... If both y'all stand up here giving me the runaround, how I'm going to stop you from getting this... getting this took out my check if both y'all are giving me the runaround? I'm calling the court- Sir, I'm giving you the runaround. And the court giving me the same shit y'all telling me. Well, you would have the court reach out to us then provide that document from the court to us so

we can cancel the coverage for you. So unfortunately, I can't- Man, both y'all saying the same shit. ... cancel the claim. But the court said... The court said that y'all need to call them and y'all telling me that the court needs to call. No, sir. Y'all, y'all got me running with some of that shit. I never heard of that before. I've never heard of that before. A court doesn't tell us that we need to call.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits and our Cards. This is Justin. How can I help you today?

Speaker speaker_2: This is Emmanuel Vance. I'm calling about my insurance that I tried to get canceled like a couple months ago.

Speaker speaker_3: This is a real call bank.

Speaker speaker_1: Okay. What's the staffing agency you work for?

Speaker speaker_2: Which one? There's two.

Speaker speaker_1: I said what-

Speaker speaker_2: Uh-

Speaker speaker_1: ... staffing agency you work for?

Speaker speaker_2: Serge?

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 3044.

Speaker speaker_1: And what was your first and last name? Hello, are you still there?

Speaker speaker_2: Hello?

Speaker speaker_1: I'm still here. Uh, what's your first and last name?

Speaker speaker_2: Emmanuel Vance.

Speaker speaker_1: Okay. And for security purposes, can you verify your home address, including city, state and zip code?

Speaker speaker_2: ... McCullough Boulevard, Apartment 506, Benton, Mississippi, 38826.

Speaker speaker_1: Looks like I have a different address on file. Hello, are you still there?

Speaker speaker_2: You probably got, uh, the 125 Mike Avenue in Guntown or you got 626 Menard Drive in Tupelo.

Speaker speaker_1: I had Mike Avenue. Is that a current address or old address?

Speaker speaker_2: Old address.

Speaker speaker_1: What's the current address so I can go in and update it?

Speaker speaker_2: 2690 McCullough Boulevard, Apartment 506.

Speaker speaker_1: City and zip code?

Speaker speaker_2: 38826.

Speaker speaker_1: And confirm your date of birth. Hello, are you still there?

Speaker speaker_2: I said July 17th, 2000.

Speaker speaker_1: Okay. Well, your phone keeps going in and out, so I really can't hear you.

Speaker speaker_2: Oh, my bad, my bad, my bad. I'm outside working. My fault.

Speaker speaker_1: And a good telephone number I have is 662-873-1710.

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And the email I have is emmanuelvance iCloud. Um, so looking at the file, it looks like you're court ordered to have medical coverage for employee plus child. So unfortunately, I wouldn't be able to cancel the coverage right now.

Speaker speaker_2: I called... I just called... Okay, Mr. Mark Lee, because I heard all this before, like when y'all... when I tried to cancel a couple months ago. Serge said there is not no court order, and then I called the Task Force office, they said there's not a court order either. And they, they did say that I'm not supposed to be taking it out. I'm already getting insurance took out. I already been had insurance. Y'all been taking this out my check, my check becoming way short. Like am I even gonna get reimbursed their money that I'm spending because I don't want the insurance? I don't need it.

Speaker speaker_1: Well, like I said, unfortunately, you're court ordered to have coverage for employee plus child. You can't-

Speaker speaker_2: I'm saying, you're saying it's a court order, but when I called the court, the court said it's not a court order.

Speaker speaker_1: Okay. Well, we need proof of that. We need for them to send a document stating we can cancel the coverage for you.

Speaker speaker_2: Yeah, y'all, y'all are taking this out my check, so y'all can't call the court.

Speaker speaker_1: No, sir.

Speaker speaker_2: Y'all can't call the court and get y'all own proof that I don't need... I don't need the insurance getting took out of my check.

Speaker speaker_1: No, sir. You would need to do that because it's your coverage-

Speaker speaker_2: I already did that.

Speaker speaker_1: That I'm-

Speaker speaker_2: I already did that. They saying the same thing y'all saying.

Speaker speaker_1: Have them d-

Speaker speaker_2: So if both y'all... If both y'all stand up here giving me the runaround, how I'm going to stop you from getting this... getting this took out my check if both y'all are giving me the runaround? I'm calling the court-

Speaker speaker_1: Sir, I'm giving you the runaround.

Speaker speaker_2: And the court giving me the same shit y'all telling me.

Speaker speaker_1: Well, you would have the court reach out to us then provide that document from the court to us so we can cancel the coverage for you. So unfortunately, I can't-

Speaker speaker_2: Man, both y'all saying the same shit.

Speaker speaker_1: ... cancel the claim.

Speaker speaker_2: But the court said... The court said that y'all need to call them and y'all telling me that the court needs to call.

Speaker speaker_1: No, sir.

Speaker speaker_2: Y'all, y'all got me running with some of that shit.

Speaker speaker_1: I never heard of that before. I've never heard of that before. A court doesn't tell us that we need to call.