

## **Transcript: Justin**

**Mills-6503574355787776-5818104042962944**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Your Card. This is Justin. How can I help you today? Hey, Justin. How are you doing today? I'm doing pretty well, and yourself? Man, if I was any better, I'd be naked. Which... um, I'm on- I'm on the phone, so I mean, as you- you wouldn't be able to tell. Um, but I- I- I am not. I'm sitting outside and I'd- I'd be froze. Um, I have a problem. Yes. Uh, I'm gonna give you my name and my Social Security number, and you can look me up real quick. Can you do that? What's... Yeah, what's the staffing agency you work for? Serge. And the last four of your Social? 5059. What was your first name, I'm sorry? Is it really that easy to look me up? Robert Granville. Yeah, that's pretty easy. Uh, for security purposes, can you verify the home address, including city, state and zip code, Robert? Okay. 2549 Overbrook Drive, Dabney, South Carolina 29341. Thank you. And your date of birth? Long time ago. Uh, 8/19/76. And a good telephone number has 741-1887. Yes, sir. That's what I'm calling y'all. All right, so, um, here- here's the problem I got. Uh, the Benefits and Your Card, uh, I don't know what the benefits are. But they're gonna re-enroll me in it, uh, because I- I worked with y'all, uh, I worked with Serge from December until, uh, like, uh, the later part of July. And then, uh, and then, uh, I- I went with a different corporation, and then I came back to Serge. They're gonna re-enroll me back in Benefits and Your Card, which is great. I don't want y'all. Um, but no- no offense to you. Uh, and what is your name again? My name is Justin. Justin. I like that. So far I've talked to Lauren, Morgan, Elisa, Meredith, and, uh... Hey, hey, is she available? You okay? Yeah. Um, and now you. All right, so I had a car fall on my face. Yeah, that's probably... I had a car fall on my face in, uh, in June, uh, it was the 23rd. And, uh, I was in the hospital for five days. I was in the hospital for, like, five days, uh, with a \$59,000 bill. They had to put my eyeball back in and, uh, construct my face and everything like that. Okay. So, um, but y'all refused to pay it. I've given the hospital y'all's information many, many, many times, and, uh, and I still keep getting the messages that, uh, uh, from Spartanburg Regional, uh, that my bill of \$59,342 is still outstanding. And it's really great, and y'all keep sending me messages, you know, the Benefits and Your Card, uh, uh, 90 degrees or whatever. What do you- uh, what is it, like, it's called... Uh, some weird shit. All right, so, but y'all keep sending me rejection letters saying that those are duplicate billings. Well, you didn't pay the first ones. If they're duplicates, then you already received one and you denied that. And now you're receiving another one and you send me a letter saying that it's a duplicate bill, so you're not gonna pay that. Well, you didn't pay the first one. You heard about what happened in New York, right? Yes, sir. I totally understand. Um, well, I do know that Serge Staffing does automatically enroll their new hires- new hires into the MEC, which just covers preventative healthcare services only. So, unfortunately that medical bill that you received from Spartanburg Regional would not be covered regardless, because that's not preventative healthcare services. Preventative

healthcare services includes like- That's not what... That- that's not what it says. Uh, that- that's not on my card. \$0 for, uh, zero copay for your doctor's appointments or anything like that. It doesn't say nothing about pre- preventative- preventative health services. All right, um, now, that is, uh, horse crap. This- this is called health insurance. So, yeah, uh, I- if I'm paying that much for my health insurance, uh, and y'all are just doing, uh, preventative health insurance, well, I can do that with a grapefruit. That ain't gonna be enough. So, I mean, I'm, uh, I know, I... The answer to all questions is denied, denied, denied, denied, denied. If they take your taxes, we will sue because you have this information and paperwork to show that you have healthcare- Well, my credit score- my credit score went from 722 down to 500. And that's the only thing you have to prove? No, no. Okay. Okay. Nothing?

## 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 Your Card. This is Justin. How can I help you today?

Speaker speaker\_2: Hey, Justin. How are you doing today?

Speaker speaker\_1: I'm doing pretty well, and yourself?

Speaker speaker\_2: Man, if I was any better, I'd be naked. Which- ... um, I'm on- I'm on the phone, so I mean, as you- you wouldn't be able to tell. Um, but I- I- I am not. I'm sitting outside and I'd- I'd be froze. Um, I have a problem.

Speaker speaker\_1: Yes.

Speaker speaker\_2: Uh, I'm gonna give you my name and my Social Security number, and you can look me up real quick. Can you do that?

Speaker speaker\_1: What's... Yeah, what's the staffing agency you work for?

Speaker speaker\_2: Serge.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: 5059.

Speaker speaker\_1: What was your first name, I'm sorry?

Speaker speaker\_2: Is it really that easy to look me up? Robert Granville.

Speaker speaker\_1: Yeah, that's pretty easy. Uh, for security purposes, can you verify the home address, including city, state and zip code, Robert?

Speaker speaker\_2: Okay. 2549 Overbrook Drive, Dabney, South Carolina 29341. Thank you.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: Long time ago. Uh, 8/19/76.

Speaker speaker\_1: And a good telephone number has 741-1887.

Speaker speaker\_2: Yes, sir. That's what I'm calling y'all. All right, so, um, here- here's the problem I got. Uh, the Benefits and Your Card, uh, I don't know what the benefits are. But they're gonna re-enroll me in it, uh, because I- I worked with y'all, uh, I worked with Serge from December until, uh, like, uh, the later part of July. And then, uh, and then, uh, I- I went with a different corporation, and then I came back to Serge. They're gonna re-enroll me back in Benefits and Your Card, which is great. I don't want y'all. Um, but no- no- no offense to you. Uh, and what is your name again?

Speaker speaker\_1: My name is Justin.

Speaker speaker\_2: Justin. I like that. So far I've talked to Lauren, Morgan, Elisa, Meredith, and, uh... Hey, hey, is she available? You okay? Yeah. Um, and now you. All right, so I had a car fall on my face. Yeah, that's probably... I had a car fall on my face in, uh, in June, uh, it was the 23rd. And, uh, I was in the hospital for five days. I was in the hospital for, like, five days, uh, with a \$59,000 bill. They had to put my eyeball back in and, uh, construct my face and everything like that.

Speaker speaker\_1: Okay.

Speaker speaker\_2: So, um, but y'all refused to pay it. I've given the hospital y'all's information many, many, many times, and, uh, and I still keep getting the messages that, uh, uh, from Spartanburg Regional, uh, that my bill of \$59,342 is still outstanding. And it's really great, and y'all keep sending me messages, you know, the Benefits and Your Card, uh, uh, 90 degrees or whatever. What do you- uh, what is it, like, it's called... Uh, some weird shit. All right, so, but y'all keep sending me rejection letters saying that those are duplicate billings. Well, you didn't pay the first ones. If they're duplicates, then you already received one and you denied that. And now you're receiving another one and you send me a letter saying that it's a duplicate bill, so you're not gonna pay that. Well, you didn't pay the first one. You heard about what happened in New York, right?

Speaker speaker\_1: Yes, sir. I totally understand. Um, well, I do know that Serge Staffing does automatically enroll their new hires- new hires into the MEC, which just covers preventative healthcare services only. So, unfortunately that medical bill that you received from Spartanburg Regional would not be covered regardless, because that's not preventative healthcare services. Preventative healthcare services includes like-

Speaker speaker\_2: That's not what... That- that's not what it says. Uh, that- that's not on my card. \$0 for, uh, zero copay for your doctor's appointments or anything like that. It doesn't say nothing about pre- preventative- preventative health services. All right, um, now, that is, uh, horse crap. This- this is called health insurance. So, yeah, uh, I- if I'm paying that much for my health insurance, uh, and y'all are just doing, uh, preventative health insurance, well, I can do that with a grapefruit.

Speaker speaker\_3: That ain't gonna be enough.

Speaker speaker\_2: So, I mean, I'm, uh, I know, I... The answer to all questions is denied, denied, denied, denied, denied.

Speaker speaker\_3: If they take your taxes, we will sue because you have this information and paperwork to show that you have healthcare-

Speaker speaker\_2: Well, my credit score- my credit score went from 722 down to 500.

Speaker speaker\_3: And that's the only thing you have to prove?

Speaker speaker\_2: No, no.

Speaker speaker\_3: Okay. Okay. Nothing?