

## **Transcript: Malcolm**

**Nash-5770222613512192-5871178302832640**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Card, this is Malcolm, how can I help you? Yes, sir. My name is Terry Sanders. I'm working for B- B&GS Staffing. Yeah, how can I help you? Um, I have been getting smaller and smaller checks lately, due to the fact that I believe I'm getting vision, dental, and insurance taken out, and I do not believe that I applied for those. Would it be possible to get those taken off? So, let's see, when you say BZ Staffing, what's the last four of your social? 7490. First name? Terry. Say that again? You said Terry? Yes, sir. T-e-r-r-y. Last name? Sanders. S-a-n-d-e-r-s. For security purposes, can you verify your address and date of birth for me? Uh, 700 South Woodpark Place. August 24th, '78, 1978. You still got your phone number 615-200-4295? Yes, sir. You... 'Cause I don't believe they were taken out when I first started, but they started being taken out when my child support started getting garnished. We got a good email at terry.sanders08241978@gmail.com. Yes, sir. Thank you. Yeah, so I'm looking at it right now. Looks like you do have a court-ordered, um, insurance. So that's, that would be the reason why you're getting deductions taken and we wouldn't be able to cancel that unless the court gave us permission. Court-ordered insurance? That sound like some bull-ass. Wow. Court-ordered insurance? I ain't never heard of that. Well, yes, sir, for that we have to get permission from the court in order to cancel that coverage, unfortunately. Okay, I guess I have to start a lawsuit with them. That's fine. Yeah. Well, is there anything else I can help? What about, like, any of the vision? Uh, didn't, didn't the vision say anything? All of it is under court order, sir. We wouldn't be able to cancel anything. All right then. That's fine. I'll give my trial to, to deal with that. Thank you. No problem, sir. Was there anything else I can help you with today, Mr. Sanders? That is all. All right. Thanks for calling Benefits in the Card. I hope you have a great weekend, man. I will. You too. Bye. Thank you.

### **Conversation Format**

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

Speaker speaker\_1: Thanks for calling Benefits in the Card, this is Malcolm, how can I help you?

Speaker speaker\_2: Yes, sir. My name is Terry Sanders. I'm working for B- B&GS Staffing.

Speaker speaker\_1: Yeah, how can I help you?

Speaker speaker\_2: Um, I have been getting smaller and smaller checks lately, due to the fact that I believe I'm getting vision, dental, and insurance taken out, and I do not believe that I

applied for those. Would it be possible to get those taken off?

Speaker speaker\_1: So, let's see, when you say BZ Staffing, what's the last four of your social?

Speaker speaker\_2: 7490.

Speaker speaker\_1: First name?

Speaker speaker\_2: Terry.

Speaker speaker\_1: Say that again? You said Terry?

Speaker speaker\_2: Yes, sir. T-e-r-r-y.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Sanders. S-a-n-d-e-r-s.

Speaker speaker\_1: For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: Uh, 700 South Woodpark Place. August 24th, '78, 1978.

Speaker speaker\_1: You still got your phone number 615-200-4295?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: You...

Speaker speaker\_2: 'Cause I don't believe they were taken out when I first started, but they started being taken out when my child support started getting garnished.

Speaker speaker\_1: We got a good email at terry.sanders08241978@gmail.com.

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Thank you. Yeah, so I'm looking at it right now. Looks like you do have a court-ordered, um, insurance. So that's, that would be the reason why you're getting deductions taken and we wouldn't be able to cancel that unless the court gave us permission.

Speaker speaker\_2: Court-ordered insurance? That sound like some bull-ass. Wow. Court-ordered insurance? I ain't never heard of that.

Speaker speaker\_1: Well, yes, sir, for that we have to get permission from the court in order to cancel that coverage, unfortunately.

Speaker speaker\_2: Okay, I guess I have to start a lawsuit with them. That's fine.

Speaker speaker\_1: Yeah. Well, is there anything else I can help?

Speaker speaker\_2: What about, like, any of the vision? Uh, didn't, didn't the vision say anything?

Speaker speaker\_1: All of it is under court order, sir. We wouldn't be able to cancel anything.

Speaker speaker\_2: All right then. That's fine. I'll give my trial to, to deal with that. Thank you.

Speaker speaker\_1: No problem, sir. Was there anything else I can help you with today, Mr. Sanders?

Speaker speaker\_2: That is all.

Speaker speaker\_1: All right. Thanks for calling Benefits in the Card. I hope you have a great weekend, man.

Speaker speaker\_2: I will. You too. Bye.

Speaker speaker\_1: Thank you.