

## **Transcript: Malcolm**

**Nash-5863121126211584-4518320963371008**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. ... benefits and a card. This is Malcolm. How can I help you? Hey, this is Emmanuel again, calling about my, uh, paying insurance. Say that again, sir. This is Emmanuel. I'm calling about, uh, paying insurance. About paying insurance? Yeah, I'm trying to, I'm trying to, um, stop the, stop paying it. I'm trying to get off of y'all insurance. What staffing company do you work for? Purge. What's the last four of your Social Security number? 6044. You said 6044? Yes, sir. Your first name? Emmanuel. Last name? Babbs. Okay. For security purposes, can you verify your address and date of birth for me? 269 B. McCullough Boulevard, um, Belton, Mississippi 38826. My birthday is July 17, 2000. So it looks like your coverage is court-ordered, sir. In order for a court order to be canceled, we would need permission from the court. Um, do you know why it says court-ordered? I would not. You would have to reach out to the court. We wouldn't be able to disclose that information. So you say reach out to the courts. Like, it's just a court? It's court-ordered insurance, yes, sir. Right, how does that work then? It looks like... It says Pontotoc Chancery, Mississippi Department, issuing agency, i- issuing agency is Mississippi Department of Human Services. It says Pontotoc, Mississippi what? Mississippi Department of Human Services. Okay. Well, I just called them and they said they didn't have anything. Well, sir, they would have to... There's a phone number I can give you. You will have to reach out to them. They would have to give us permission to cancel it. We wouldn't be able to cancel it without their permission. But listen, please, I was just on the phone with somebody else. I promise you, like, the same thing. I just got the number from him, and I just called them folks and them folks just told me they don't know what I'm talking about, and they told me, do they need y'all to get on something? She said y'all can call them. Yeah, that's right. We don't, we don't reach out to them, sir. That would be your responsibility. She said that I can call them though to take me off of it, but like, I mean, what else I'm supposed to do? Both y'all saying the same thing. They, they telling me I need to call y'all and tell y'all this and y'all keep on telling me they got to send something in but they telling me that they ain't even got me on there. Both y'all saying the same thing. What I'm going to do? Sir, we can't do anything until the court gives us permission to cancel your coverage. The phone number that was provided to you is the only information that we have. So I would recommend reaching back out to... What, what, what, what's the number? Say that again, sir. What, what's the number? It's 877-882-4916. 882... 4916. 4916? Yes, sir. All right, appreciate you. No problem. Was there anything else I can help you with today, sir? No, you good. Well,..... benefits and a card. Hope you have a great rest of your week.

### **Conversation Format**

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

Speaker speaker\_1: ... benefits and a card. This is Malcolm. How can I help you?

Speaker speaker\_2: Hey, this is Emmanuel again, calling about my, uh, paying insurance.

Speaker speaker\_1: Say that again, sir.

Speaker speaker\_2: This is Emmanuel. I'm calling about, uh, paying insurance.

Speaker speaker\_1: About paying insurance?

Speaker speaker\_2: Yeah, I'm trying to, I'm trying to, um, stop the, stop paying it. I'm trying to get off of y'all insurance.

Speaker speaker\_1: What staffing company do you work for?

Speaker speaker\_2: Purge.

Speaker speaker\_1: What's the last four of your Social Security number?

Speaker speaker\_2: 6044.

Speaker speaker\_1: You said 6044?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Your first name?

Speaker speaker\_2: Emmanuel.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Babbs.

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

Speaker speaker\_2: 269 B. McCullough Boulevard, um, Belton, Mississippi 38826. My birthday is July 17, 2000.

Speaker speaker\_1: So it looks like your coverage is court-ordered, sir. In order for a court order to be canceled, we would need permission from the court.

Speaker speaker\_2: Um, do you know why it says court-ordered?

Speaker speaker\_1: I would not. You would have to reach out to the court. We wouldn't be able to disclose that information.

Speaker speaker\_2: So you say reach out to the courts. Like, it's just a court?

Speaker speaker\_1: It's court-ordered insurance, yes, sir.

Speaker speaker\_2: Right, how does that work then?

Speaker speaker\_1: It looks like... It says Pontotoc Chancery, Mississippi Department, issuing agency, i- issuing agency is Mississippi Department of Human Services.

Speaker speaker\_2: It says Pontotoc, Mississippi what?

Speaker speaker\_1: Mississippi Department of Human Services.

Speaker speaker\_2: Okay. Well, I just called them and they said they didn't have anything.

Speaker speaker\_1: Well, sir, they would have to... There's a phone number I can give you. You will have to reach out to them. They would have to give us permission to cancel it. We wouldn't be able to cancel it without their permission.

Speaker speaker\_2: But listen, please, I was just on the phone with somebody else. I promise you, like, the same thing. I just got the number from him, and I just called them folks and them folks just told me they don't know what I'm talking about, and they told me, do they need y'all to get on something? She said y'all can call them. Yeah, that's right.

Speaker speaker\_1: We don't, we don't reach out to them, sir. That would be your responsibility.

Speaker speaker\_2: She said that I can call them though to take me off of it, but like, I mean, what else I'm supposed to do? Both y'all saying the same thing. They, they telling me I need to call y'all and tell y'all this and y'all keep on telling me they got to send something in but they telling me that they ain't even got me on there. Both y'all saying the same thing. What I'm going to do?

Speaker speaker\_1: Sir, we can't do anything until the court gives us permission to cancel your coverage. The phone number that was provided to you is the only information that we have. So I would recommend reaching back out to...

Speaker speaker\_2: What, what, what, what's the number?

Speaker speaker\_1: Say that again, sir.

Speaker speaker\_2: What, what's the number?

Speaker speaker\_1: It's 877-882-4916.

Speaker speaker\_2: 882...

Speaker speaker\_1: 4916.

Speaker speaker\_2: 4916?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: All right, appreciate you.

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

Speaker speaker\_2: No, you good.

Speaker speaker\_1: Well,..... benefits and a card. Hope you have a great rest of your week.