

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? How are you doing, Malcolm? My name is, um, Paul Edward. Um, I'm calling because, um, I had never, uh, signed up for no benefits and it looks like there's this money being took off my checks for benefits. What staffing company do you work for? Um, BGFS. BGFS. What's the last four of your Social? 5493. Is that 5493? Yes. First name? Paul. Paul? Yes. Any last names? Edwards. All right, for security purposes, can you verify your address and date of birth for me? 5165 Bedford Street, Northwest Apartment 102, Concorde, North Carolina, 28027. Date of birth was January 11th, 1977. And what was your apartment number again? 10- 102. Thank you. So we got your phone number as 716-602-6498. Yes, sir. And your email is selfmadebj@gmail.com? Yes, sir. Thank you. So it looks like you have some court-ordered insurance for you and, um, you and some, you and a child. Court-ordered insurance? Yes, sir. I have... My child is in New York State, so that wouldn't cover as insurance from here. So that's all, that's what I, that's the only information that I'm able to provide you with, sir. That there is court-ordered information on, and insurance on here. That's why you are- So what did I So, so I- I can't cancel that? Uh, like I said, I have no ch- I have no child that stays with me here. No, sir. We wouldn't be able to cancel it. We would have to have per- permission from the court in order to cancel it. Can you tell me what court did it? Yes, sir. Give me one moment, I'll pull up the documentation. So, it looks like Erie State. No, it says Erie County FCU. Mm-hmm. It says the issue and administrative... It says Court. It says Family Court, County of Erie. Erie? Erie? County of Erie. Erie. Erie. Yeah, that's where I'm from, so yeah. But I, I still don't understand that. Like, um, I'm trying to make sense out of it. Um, so the type is gonna be speaking, right? I have no problem with the money coming out if it's, it's just paying for medical, uh, for my son. But if I'm paying medical here, how would it... How would that cover him in New York State? I couldn't tell you, sir. You would have to contact the court and they would have to break all that information down for you because we're, we're not a, we're not a carrier or any sorts. We're just a plan administrator. All we do is get you guys enrolled or unenrolled from the coverage. Okay. So the basic-... The court's enrolled me in coverage, not me? So the court then, uh, files that, "Hey, this, this is required. This person is required to have this coverage for us, this defendant." I can give you the telephone number to the court. That's all I'll be able- Yes. ... to provide you. Yes. Wait, whenever you're ready. I'm ready. It's 888- 8. ... 208- 8-208. ... 4485. Thank you. And there's, I got a case identifying number, too, if you would like that. Yeah. All right. It's C as in Charlie, C as in Charlie. Yes. The number one, three. Yes. Five. Yes. Nine. Yes. Nine. Yes. C as in Charlie. Yes. One. Yes. Thank you. No problem. Okay. I'll get- Anything- I, I will give 'em a call. All right. Well, is there anything else I can help you with today, Mr. Paul? Um, no, that's it. All right, if there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your week, man.

You too. Thank you.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker_1: How are you doing, Malcolm? My name is, um, Paul Edward. Um, I'm calling because, um, I had never, uh, signed up for no benefits and it looks like there's this money being took off my checks for benefits.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Um, BGFS.

Speaker speaker_0: BGFS. What's the last four of your Social?

Speaker speaker_1: 5493.

Speaker speaker_0: Is that 5493?

Speaker speaker_1: Yes.

Speaker speaker_0: First name?

Speaker speaker_1: Paul.

Speaker speaker_0: Paul?

Speaker speaker_1: Yes.

Speaker speaker_0: Any last names?

Speaker speaker_1: Edwards.

Speaker speaker_0: All right, for security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: 5165 Bedford Street, Northwest Apartment 102, Concorde, North Carolina, 28027. Date of birth was January 11th, 1977.

Speaker speaker_0: And what was your apartment number again?

Speaker speaker_1: 10- 102.

Speaker speaker_0: Thank you. So we got your phone number as 716-602-6498.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And your email is selfmadepj@gmail.com?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Thank you. So it looks like you have some court-ordered insurance for you and, um, you and some, you and a child.

Speaker speaker_1: Court-ordered insurance?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: I have... My child is in New York State, so that wouldn't cover as insurance from here.

Speaker speaker_0: So that's all, that's what I, that's the only information that I'm able to provide you with, sir. That there is court-ordered information on, and insurance on here. That's why you are-

Speaker speaker_1: So what did I

Speaker speaker_2: So, so I- I can't cancel that? Uh, like I said, I have no ch- I have no child that stays with me here.

Speaker speaker_0: No, sir. We wouldn't be able to cancel it. We would have to have permission from the court in order to cancel it.

Speaker speaker_1: Can you tell me what court did it?

Speaker speaker_0: Yes, sir. Give me one moment, I'll pull up the documentation. So, it looks like Erie State. No, it says Erie County FCU.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: It says the issue and administrative... It says Court. It says Family Court, County of Erie. Erie? Erie?

Speaker speaker_1: County of Erie.

Speaker speaker_0: Erie.

Speaker speaker_1: Erie. Yeah, that's where I'm from, so yeah. But I, I still don't understand that. Like, um, I'm trying to make sense out of it. Um, so the type is gonna be speaking, right? I have no problem with the money coming out if it's, it's just paying for medical, uh, for my son. But if I'm paying medical here, how would it... How would that cover him in New York State?

Speaker speaker_0: I couldn't tell you, sir. You would have to contact the court and they would have to break all that information down for you because we're, we're not a, we're not a carrier or any sorts. We're just a plan administrator. All we do is get you guys enrolled or unenrolled from the coverage.

Speaker speaker_1: Okay. So the basic-... The court's enrolled me in coverage, not me?

Speaker speaker_0: So the court then, uh, files that, "Hey, this, this is required. This person is required to have this coverage for us, this defendant." I can give you the telephone number to the court. That's all I'll be able-

Speaker speaker_1: Yes.

Speaker speaker_0: ... to provide you.

Speaker speaker_1: Yes.

Speaker speaker_0: Wait, whenever you're ready.

Speaker speaker_1: I'm ready.

Speaker speaker_0: It's 888-

Speaker speaker_1: 8.

Speaker speaker_0: ... 208-

Speaker speaker_1: 8-208.

Speaker speaker_0: ... 4485.

Speaker speaker_1: Thank you.

Speaker speaker_0: And there's, I got a case identifying number, too, if you would like that.

Speaker speaker_1: Yeah.

Speaker speaker_0: All right. It's C as in Charlie, C as in Charlie.

Speaker speaker_1: Yes.

Speaker speaker_0: The number one, three.

Speaker speaker_1: Yes.

Speaker speaker_0: Five.

Speaker speaker_1: Yes.

Speaker speaker_0: Nine.

Speaker speaker_1: Yes.

Speaker speaker_0: Nine.

Speaker speaker_1: Yes.

Speaker speaker_0: C as in Charlie.

Speaker speaker_1: Yes.

Speaker speaker_0: One.

Speaker speaker_1: Yes. Thank you.

Speaker speaker_0: No problem.

Speaker speaker_1: Okay. I'll get-

Speaker speaker_0: Anything-

Speaker speaker_1: I, I will give 'em a call.

Speaker speaker_0: All right. Well, is there anything else I can help you with today, Mr. Paul?

Speaker speaker_1: Um, no, that's it.

Speaker speaker_0: All right, if there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your week, man.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you.