

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits Financial. This is Malcolm. How can I help you? Um, no, this is Rochelle Price. Um, I've called you guys multiple times and you guys still have not stopped taking insurance out of my fucking checks. What staffing company do you work for, ma'am? It's over \$300 now at this fucking point. What staffing company do you work for, ma'am? Surge. What's the last four of your Social? 7476. What was your first name? Rochelle, R-O-C-H-E-L-L-E. Price, P-R-I-C-E. For security purposes, can you verify your address and date of birth for me? 228 North Wylie Street, Crestline, Ohio, 44827, and date of birth is 07/14/92. Thank you. So, yeah, your phone number, 419-564-3406? Yep. And I get email at rochelle82922@gmail.com? Yep. Thank you. So, ma'am, it looks like you have court-ordered insurance. We are not allowed to take that. No, I don't. No, I don't. No, I do not. We do that for court-- I already talked to child support. -aid purposes only. They already stated that they sent you a paper and you guys still are taking it out. We usually... You guys have took over 300 fucking dollars of my goddamn money that I'm not spending nowhere. I'm not using the insurance. I don't have to use the insurance. It's not court-ordered. I want it off now. Ma'am, this is court-ordered? Period. Like, I am so tired of this. This is exactly why we- And I don't care. I don't- ... need to be able to cancel the coverage. You guys got a paper already. That's where I'm saying, "Child support sent you a paper twice." Uh, what I can do is send an email to the back office and see if they can investigate it. But if it has not been removed yet, then we have not received any documentation. Okay, so you can send it to get investigated, but that could take how long? 24 to 48 hours. Yeah, it'll probably take longer than that because I've been doing this for, uh, two months already, three months. This is ridiculous. You guys are taking, like, \$60 out of my fucking check every week for nothing. Is there anybody higher I can talk to? Because this is, this is not gonna continue to fucking happen. I got five kids. I, I cannot afford to fucking get \$60 taken out of my goddamn check every week. Ma'am, I appreciate you being calm. That I'm not using. Ma'am, if I put you on a brief hold, Ms. Rochelle? Yeah, that'd be great. Thank you. Take the fucking shit out of my check, you stinking son of a bitch. You got me fucked up. Oh, boy, what are you doing? Shit's crazy. Oh, boy. What is this place? Hello? Hello? Hello? This is Christina. Um, hello, this is Rochelle Price. Um, I'm just trying to figure out why there's still being money taken out of my checks every fucking week. I've called and called and called and called, and you guys are still taking it out. I'm not using it. I never signed up for it. I even actually called two weeks into my job, and told you guys to un-enroll me, and do not put me in auto-enroll, and you still did it. I'm so frustrated right now. Okay. So you have... Let me see. Okay, so I see you have dental, vision... Right, that I didn't sign up for. I'm not using it. I'm not going to use it. I don't know why you guys signed me up for it. It's been taken out of my check for three months. Like, this is ridiculous. Okay. Let me double-check something. Give me one

second. Okay. Sorry about that. Um, so yes, it looks like, um, you have, um, the dental, vision, uh, VIP, and Met Tel RX for, uh, yourself, as well as, um, children. Um, yep. And I went through- I don't- ... and it looks like we received, um, the court orders. Um, so even if you, like, verbally decline, um, we have to go with the documentation that the court has sent us. And so- But there's no court order. I called child support. There's no court order anywhere. That's why you guys- We have- I don't get it. We have one from... The issuing agency is Crawford County, C-S-E-A. Right. So that's correctly reported. Right, Child Support. I called them. Yeah. That is Child Support. I called them. They s- I've called them for the past fucking couple of months, and they said that they don't know what you're talking about. There's no goddamn court order for shit. We received this on 11/6 from the, the, the court. Okay, but you were taking insurance out before that. Yeah, because we have one before that as well, back in October. Oh, my fucking God. So you're gonna keep taking it out of my checks, correct? Correct. Yeah, no, not gonna let that fucking happen. Until we get, until we get a court order that says to remove it. Okay, so when I get this court order, supposedly, that you guys need, uh, are you refu- refunding all my money? No. Uh, yeah, you guys should. That's bullshit. You guys have taken over 300 fucking dollars from me. I got five goddamn kids I have to take care of. I got \$113 fucking check yesterday. I know you don't care, because it's not your business, not your... You know, you don't gotta deal with it at the end of the fucking day, but I do. Right, I mean, we, we just have to go with, uh, court orders. If they send us information that we need to add plans, then they have to send us information- They sent it to you though. They sent it twice. Right, to add the plans, not to remove. No. No, to tell you that I don't need it. We- It is not going to be used for anything. Nothing. Yep. My ex-husband has insurance for my children. I don't need to have it. So that would be something... Um, do you... What date did- Oh, my fucking God. You're out of fucking control. ... did they, did the court-

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits Financial. This is Malcolm. How can I help you?

Speaker speaker_2: Um, no, this is Rochelle Price. Um, I've called you guys multiple times and you guys still have not stopped taking insurance out of my fucking checks.

Speaker speaker_1: What staffing company do you work for, ma'am?

Speaker speaker_2: It's over \$300 now at this fucking point.

Speaker speaker_1: What staffing company do you work for, ma'am?

Speaker speaker_2: Surge.

Speaker speaker_1: What's the last four of your Social?

Speaker speaker_2: 7476.

Speaker speaker_1: What was your first name?

Speaker speaker_2: Rochelle, R-O-C-H-E-L-L-E. Price, P-R-I-C-E.

Speaker speaker_1: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: 228 North Wylie Street, Crestline, Ohio, 44827, and date of birth is 07/14/92.

Speaker speaker_1: Thank you. So, yeah, your phone number, 419-564-3406?

Speaker speaker_2: Yep.

Speaker speaker_1: And I get email at rochelle82922@gmail.com?

Speaker speaker_2: Yep.

Speaker speaker_1: Thank you. So, ma'am, it looks like you have court-ordered insurance. We are not allowed to take that.

Speaker speaker_2: No, I don't. No, I don't. No, I do not.

Speaker speaker_1: We do that for court--

Speaker speaker_2: I already talked to child support.

Speaker speaker_1: -aid purposes only.

Speaker speaker_2: They already stated that they sent you a paper and you guys still are taking it out.

Speaker speaker_1: We usually...

Speaker speaker_2: You guys have took over 300 fucking dollars of my goddamn money that I'm not spending nowhere. I'm not using the insurance. I don't have to use the insurance. It's not court-ordered. I want it off now.

Speaker speaker_1: Ma'am, this is court-ordered?

Speaker speaker_2: Period. Like, I am so tired of this.

Speaker speaker_1: This is exactly why we-

Speaker speaker_2: And I don't care. I don't-

Speaker speaker_1: ... need to be able to cancel the coverage.

Speaker speaker_2: You guys got a paper already. That's where I'm saying, "Child support sent you a paper twice."

Speaker speaker_1: Uh, what I can do is send an email to the back office and see if they can investigate it. But if it has not been removed yet, then we have not received any documentation.

Speaker speaker_2: Okay, so you can send it to get investigated, but that could take how long?

Speaker speaker_1: 24 to 48 hours.

Speaker speaker_2: Yeah, it'll probably take longer than that because I've been doing this for, uh, two months already, three months. This is ridiculous. You guys are taking, like, \$60 out of my fucking check every week for nothing. Is there anybody higher I can talk to? Because this is, this is not gonna continue to fucking happen. I got five kids. I, I cannot afford to fucking get \$60 taken out of my goddamn check every week.

Speaker speaker_1: Ma'am, I appreciate you being calm.

Speaker speaker_2: That I'm not using.

Speaker speaker_1: Ma'am, if I put you on a brief hold, Ms. Rochelle?

Speaker speaker_2: Yeah, that'd be great.

Speaker speaker_1: Thank you.

Speaker speaker_2: Take the fucking shit out of my check, you stinking son of a bitch. You got me fucked up. Oh, boy, what are you doing? Shit's crazy. Oh, boy. What is this place? Hello?

Speaker speaker_3: Hello?

Speaker speaker_2: Hello?

Speaker speaker_3: This is Christina.

Speaker speaker_2: Um, hello, this is Rochelle Price. Um, I'm just trying to figure out why there's still being money taken out of my checks every fucking week. I've called and called and called and called, and you guys are still taking it out. I'm not using it. I never signed up for it. I even actually called two weeks into my job, and told you guys to un-enroll me, and do not put me in auto-enroll, and you still did it. I'm so frustrated right now.

Speaker speaker_3: Okay. So you have... Let me see. Okay, so I see you have dental, vision...

Speaker speaker_2: Right, that I didn't sign up for. I'm not using it. I'm not going to use it. I don't know why you guys signed me up for it. It's been taken out of my check for three months. Like, this is ridiculous.

Speaker speaker_3: Okay. Let me double-check something. Give me one second. Okay. Sorry about that. Um, so yes, it looks like, um, you have, um, the dental, vision, uh, VIP, and Met Tel RX for, uh, yourself, as well as, um, children.

Speaker speaker_2: Um, yep.

Speaker speaker_3: And I went through-

Speaker speaker_2: I don't-

Speaker speaker_3: ... and it looks like we received, um, the court orders. Um, so even if you, like, verbally decline, um, we have to go with the documentation that the court has sent us. And so-

Speaker speaker_2: But there's no court order. I called child support. There's no court order anywhere. That's why you guys-

Speaker speaker_3: We have-

Speaker speaker_2: I don't get it.

Speaker speaker_3: We have one from... The issuing agency is Crawford County, C-S-E-A.

Speaker speaker_2: Right.

Speaker speaker_3: So that's correctly reported.

Speaker speaker_2: Right, Child Support. I called them.

Speaker speaker_3: Yeah.

Speaker speaker_2: That is Child Support. I called them. They s- I've called them for the past fucking couple of months, and they said that they don't know what you're talking about. There's no goddamn court order for shit.

Speaker speaker_3: We received this on 11/6 from the, the, the court.

Speaker speaker_2: Okay, but you were taking insurance out before that.

Speaker speaker_3: Yeah, because we have one before that as well, back in October.

Speaker speaker_2: Oh, my fucking God. So you're gonna keep taking it out of my checks, correct?

Speaker speaker_3: Correct.

Speaker speaker_2: Yeah, no, not gonna let that fucking happen.

Speaker speaker_3: Until we get, until we get a court order that says to remove it.

Speaker speaker_2: Okay, so when I get this court order, supposedly, that you guys need, uh, are you refu- refunding all my money?

Speaker speaker_3: No.

Speaker speaker_2: Uh, yeah, you guys should. That's bullshit. You guys have taken over 300 fucking dollars from me. I got five goddamn kids I have to take care of. I got \$113 fucking check yesterday. I know you don't care, because it's not your business, not your... You know, you don't gotta deal with it at the end of the fucking day, but I do.

Speaker speaker_3: Right, I mean, we, we just have to go with, uh, court orders. If they send us information that we need to add plans, then they have to send us information-

Speaker speaker_2: They sent it to you though. They sent it twice.

Speaker speaker_3: Right, to add the plans, not to remove.

Speaker speaker_2: No. No, to tell you that I don't need it.

Speaker speaker_3: We-

Speaker speaker_2: It is not going to be used for anything. Nothing.

Speaker speaker_3: Yep.

Speaker speaker_2: My ex-husband has insurance for my children. I don't need to have it.

Speaker speaker_3: So that would be something... Um, do you... What date did-

Speaker speaker_2: Oh, my fucking God. You're out of fucking control.

Speaker speaker_3: ... did they, did the court-