

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Uh, yes. My name is Julie Fayette and, um, I recently was employed with HG Staffing and they had an option to, um, acquire insurance through their, uh, company. And I didn't sign up for it, but it's being taken out of my check. So, I called to let her know that I didn't sign up for it and she said, "No, you didn't." She went back and looked at my paperwork and she seen that I didn't, uh, apply for it. I actually have, um, still insurance through the state and my daughter does too. So, I just wanted to, uh, see if I could get you to cancel that, so it won't be taken out of my check no more. For security purposes, can you verify your address and date of birth for me? Uh, 204 South Bright Hill, uh, Smithville, Tennessee, 37166. And date of birth? 6/23/77. Thank you. So, it looks like you have court-ordered insurance, ma'am. I already have insurance with her, for her through, um, the State of Tennessee. She don't need two insurance. So, we wouldn't be able to cancel it until we got permission from the court. Well, the court can't sign me up for it. It's my name and my money, and I have proof that she has insurance. I can give you their phone num- phone number, ma'am, but until the court gave us permission, we wouldn't be able to cancel their coverage. I can give you the phone number to the court that issued the court order, if you would like. Okay. Whenever you're ready. You have the phone... You have the phone number? Yes, ma'am. Okay, go ahead. So, the phone number is 931-528-8598. 8-5-2-8...? 8-5-9-8. No, no. Okay. Oh, wait. No, I'm just saying. So, it's 931-528-8598. Okay. All right. Is there an extension or a name to, uh, talk to a person? I wouldn't know, ma'am, 'cause this is, this is from the information that we have on the document. It says... Okay. This insurance they've acquired for me, um, on behalf of State of Alabama, what is it, um, what is the policy? What is it and what is the payment? So, they have you at Dental, Vision, Medical and Preventative Care, and it's \$60.65. How about, how often? Every week. Every week? That's almost as much as my child support. I'm already paying almost \$400. Oh, they done this to me before and I couldn't get it off either. All right. All right. I'll see what I can do. Okay. Thank you. No problem, Miss Julie. See you later. Bye. All right.

Conversation Format

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

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

Speaker speaker_2: Uh, yes. My name is Julie Fayette and, um, I recently was employed with HG Staffing and they had an option to, um, acquire insurance through their, uh, company. And I didn't sign up for it, but it's being taken out of my check. So, I called to let her know that I didn't sign up for it and she said, "No, you didn't." She went back and looked at my paperwork and she seen that I didn't, uh, apply for it. I actually have, um, still insurance through the state and my daughter does too. So, I just wanted to, uh, see if I could get you to cancel that, so it won't be taken out of my check no more.

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

Speaker speaker_2: Uh, 204 South Bright Hill, uh, Smithville, Tennessee, 37166.

Speaker speaker_1: And date of birth?

Speaker speaker_2: 6/23/77.

Speaker speaker_1: Thank you. So, it looks like you have court-ordered insurance, ma'am.

Speaker speaker_2: I already have insurance with her, for her through, um, the State of Tennessee. She don't need two insurance.

Speaker speaker_1: So, we wouldn't be able to cancel it until we got permission from the court.

Speaker speaker_2: Well, the court can't sign me up for it. It's my name and my money, and I have proof that she has insurance.

Speaker speaker_1: I can give you their phone num- phone number, ma'am, but until the court gave us permission, we wouldn't be able to cancel their coverage. I can give you the phone number to the court that issued the court order, if you would like.

Speaker speaker_2: Okay.

Speaker speaker_1: Whenever you're ready.

Speaker speaker_2: You have the phone... You have the phone number?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay, go ahead.

Speaker speaker_1: So, the phone number is 931-528-8598.

Speaker speaker_2: 8-5-2-8...?

Speaker speaker_1: 8-5-9-8.

Speaker speaker_2: No, no. Okay.

Speaker speaker_1: Oh, wait. No, I'm just saying. So, it's 931-528-8598.

Speaker speaker_2: Okay. All right. Is there an extension or a name to, uh, talk to a person?

Speaker speaker_1: I wouldn't know, ma'am, 'cause this is, this is from the information that we have on the document. It says...

Speaker speaker_2: Okay. This insurance they've acquired for me, um, on behalf of State of Alabama, what is it, um, what is the policy? What is it and what is the payment?

Speaker speaker_1: So, they have you at Dental, Vision, Medical and Preventative Care, and it's \$60.65.

Speaker speaker_2: How about, how often?

Speaker speaker_1: Every week.

Speaker speaker_2: Every week? That's almost as much as my child support. I'm already paying almost \$400. Oh, they done this to me before and I couldn't get it off either. All right.

Speaker speaker_1: All right.

Speaker speaker_2: I'll see what I can do.

Speaker speaker_1: Okay.

Speaker speaker_2: Thank you.

Speaker speaker_1: No problem, Miss Julie.

Speaker speaker_2: See you later. Bye.

Speaker speaker_1: All right.