

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center of New York, this is Pamela speaking. How may I help you? Um, hi, I, I got a call back from you, from you guys about cancelling my insurance. Um, let's see. And who do you work for? I work for, uh, ISS Bonomatic. It's charge... It's charging me to insurance and my two children are adults with their own kids. May I have the last four digits of your social? 6509. William Price. William Price. Mr. Price, for security reasons, and just to make sure we are in the correct file, we need to verify your complete address and date of birth. Eight... Um, eight, nine... I mean, oh my god. 8-19-86 is my date of birth. 1918 South Fifth Street is my address. I'm sorry. And where are you located, sir? I need a complete address just for verification. 19... 1918 South Fifth Avenue, Springfield, Illinois, uh, 62703. Thank you for the information. We have a telephone number on file, 217-574-4870. And your email is ytplayer819 at gmail.com? Yes, ma'am. And you're calling regarding that we are... that we're canceling your benefits? Something like that you said at the beginning. No, I- I'm trying to cancel them. Oh. My, my children, my children are adults with their own kids, and, and, and I'm being charged ridiculous. Okay. I'm gonna... Um, let's see. So, in order for the benefits to be canceled, we have to receive, um, the release form from the court. What I could do- A release form from the court? Yes. What I could, um, let me see here. Let's see what information I can give you that will help you. Let's see. So, this come from New Jer- New Jersey Child Support Employer Services. Um, I could give you a phone number and a case number that you could call in. Yes, ma'am. Hold on. I'm gonna... Let me get a pen real fast. Sure. Yeah, I'm looking for a pen. Hello? Yes, sir. Yeah, uh, I was wondering if you could tell me to get a pen. No problem. Going again. Thank you. I'm ready, ma'am. Okay. So it's 800... 1800? No, the phone number, it's 800... Okay. 808. Okay. 3621. Okay. So the case number is C as in Charlie, S as in Sam. C... CS... 3479. Uh-huh. 0825, and the letter A at the end. A as in apple? Yes, sir. Okay. So the release letter has to come through from them in order the ben... In order to cancel the benefit, because this is court mandated. Okay. All right? Okay. Anything else I could do for you, Mr. William? Um, no, ma'am. Thank you. Sure, thank you for giving us a call today. Have a great rest of the day. You too.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits Center of New York, this is Pamela speaking. How may I help you? Um, hi, I, I got a call back from you, from you guys about

cancelling my insurance.

Speaker speaker_2: Um, let's see. And who do you work for?

Speaker speaker_1: I work for, uh, ISS Bonomatic. It's charge... It's charging me to insurance and my two children are adults with their own kids.

Speaker speaker_2: May I have the last four digits of your social?

Speaker speaker_1: 6509. William Price.

Speaker speaker_2: William Price. Mr. Price, for security reasons, and just to make sure we are in the correct file, we need to verify your complete address and date of birth.

Speaker speaker_1: Eight... Um, eight, nine... I mean, oh my god. 8-19-86 is my date of birth. 1918 South Fifth Street is my address. I'm sorry.

Speaker speaker_2: And where are you located, sir? I need a complete address just for verification.

Speaker speaker_1: 19... 1918 South Fifth Avenue, Springfield, Illinois, uh, 62703.

Speaker speaker_2: Thank you for the information. We have a telephone number on file, 217-574-4870. And your email is ytplayer819 at gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: And you're calling regarding that we are... that we're canceling your benefits? Something like that you said at the beginning.

Speaker speaker_1: No, I- I'm trying to cancel them.

Speaker speaker_2: Oh.

Speaker speaker_1: My, my children, my children are adults with their own kids, and, and, and I'm being charged ridiculous.

Speaker speaker_2: Okay.

Speaker speaker_1: I'm gonna...

Speaker speaker_2: Um, let's see. So, in order for the benefits to be canceled, we have to receive, um, the release form from the court. What I could do-

Speaker speaker_1: A release form from the court?

Speaker speaker_2: Yes. What I could, um, let me see here. Let's see what information I can give you that will help you. Let's see. So, this come from New Jer- New Jersey Child Support Employer Services. Um, I could give you a phone number and a case number that you could call in.

Speaker speaker_1: Yes, ma'am. Hold on. I'm gonna... Let me get a pen real fast.

Speaker speaker_2: Sure.

Speaker speaker_1: Yeah, I'm looking for a pen. Hello?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Yeah, uh, I was wondering if you could tell me to get a pen.

Speaker speaker_2: No problem.

Speaker speaker_1: Going again. Thank you. I'm ready, ma'am.

Speaker speaker_2: Okay. So it's 800...

Speaker speaker_1: 1800?

Speaker speaker_2: No, the phone number, it's 800...

Speaker speaker_1: Okay.

Speaker speaker_2: 808.

Speaker speaker_1: Okay.

Speaker speaker_2: 3621.

Speaker speaker_1: Okay.

Speaker speaker_2: So the case number is C as in Charlie, S as in Sam.

Speaker speaker_1: C... CS...

Speaker speaker_2: 3479.

Speaker speaker_1: Uh-huh.

Speaker speaker_2: 0825, and the letter A at the end.

Speaker speaker_1: A as in apple?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay.

Speaker speaker_2: So the release letter has to come through from them in order the ben... In order to cancel the benefit, because this is court mandated.

Speaker speaker_1: Okay.

Speaker speaker_2: All right?

Speaker speaker_1: Okay.

Speaker speaker_2: Anything else I could do for you, Mr. William?

Speaker speaker_1: Um, no, ma'am. Thank you.

Speaker speaker_2: Sure, thank you for giving us a call today. Have a great rest of the day.

Speaker speaker_1: You too.