

## **Transcript: Pamela**

**Blanc-6483184274554880-5592677298126848**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Pamela speaking. How may I help you? Um, yes, ma'am. I had just called, uh, not too long ago, uh, about the withholdings that you guys have taken out of my check, uh, because of a child support order. Mm-hmm. Um, so that order, I, I called the agency and they told me that that order is only if, um, providing that the rates are affordable. Uh, \$60 a week I don't think is affordable for, or me, you know, whatever. I have already insurance. Um, what they asked me to as, get you to do is, uh, fax what you're withholding from me, uh, to them, to the CSA. And, uh, I have a fax number for you guys with the case number that you need, you know, labeled with. Ah. And that, uh- Mr. ... Let's see. Um, first let me get the name of the staffing agency you work for and the last four digits you can use to- HMG. ... so I can pull up your file. Sure. And the last four digits? 5652. Your first and last name, sir. Brian Jones. Mr. Jones, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? Uh, 140 Hayes Street, um, apartment 103, Crossville, Tennessee 38555. My date of birth is 11/5/1976. Thank you. We have a test number of 59312108665. No, it's 2484788. And you say you called us? Yeah. I h- I had just called earlier today. So the deal is that I am, I'm already paying for insurance, uh, because of my cancer. Um, so I'm going through that, that I don't, you know, there's no reason for me to have this and it's not affordable. They said that it is not needed. Okay. So in order for us to cancel or dismiss- Mm-hmm. ... um, benefits, we need the court-ordered release. Yeah. The, so that's what I'm asking you. I have a fax number that, you know, you, you, that needs to be sent to the, the certain fax with the case number on it, that they, they, so they can review it. Does that make sense? Yes, it's, I believe so. Let me get the fax number. I'm gonna, um... Go ahead. Let me get the fax number. Okay. It's 931 525 28, or no, I'm sorry, 2008. Let me just start all over. I'm sorry. 935- No, 931. 31, yes. Yeah, I'm sorry. My, I'm under congestion right now, so... 931 525 2008. 2008. I'm gonna, um, send this information to the back office. Uh, they are the ones being charged with the court order. Mm-hmm. Um, and let them know they need to fax that information. Yeah. If there's any other information that we need from you or whatever the case may be, 'cause we never, I never receive it before any, um, requests for us to fax anything. Um- Right. ... so I have to get, to make sure that it's the correct information. If I need any other information or we are not allowed to do this, I will give you a call back. All right? Well, yeah, this is the child support agency, so. I know. Um- I understand. But the thing is that everything that is done through the courts or the child support is always done through the employer. So that's why I'm not sure if we able to do this. But if, if anything, I'll give you a call back. Um, is there a specific time that you will receive calls? Uh, anytime before 3:30. Okay. All right. So let me- And also, I do have a case number. I don't know if you need that. Uh, we do have that on file. Okay. Mm-hmm. All right. I have to- Well, thank you. ... bring this information to them, and like any other

information I need, I will give you a call back. Sure. Right? All right. All right. Thank you. Mm-hmm. Anything else for you, sir?

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Um, yes, ma'am. I had just called, uh, not too long ago, uh, about the withholdings that you guys have taken out of my check, uh, because of a child support order.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Um, so that order, I, I called the agency and they told me that that order is only if, um, providing that the rates are affordable. Uh, \$60 a week I don't think is affordable for, or me, you know, whatever. I have already insurance. Um, what they asked me to as, get you to do is, uh, fax what you're withholding from me, uh, to them, to the CSA. And, uh, I have a fax number for you guys with the case number that you need, you know, labeled with.

Speaker speaker\_0: Ah.

Speaker speaker\_1: And that, uh-

Speaker speaker\_0: Mr. ... Let's see. Um, first let me get the name of the staffing agency you work for and the last four digits you can use to-

Speaker speaker\_1: HMG.

Speaker speaker\_0: ... so I can pull up your file.

Speaker speaker\_1: Sure.

Speaker speaker\_0: And the last four digits?

Speaker speaker\_1: 5652.

Speaker speaker\_0: Your first and last name, sir.

Speaker speaker\_1: Brian Jones.

Speaker speaker\_0: Mr. Jones, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker\_1: Uh, 140 Hayes Street, um, apartment 103, Crossville, Tennessee 38555. My date of birth is 11/5/1976.

Speaker speaker\_0: Thank you. We have a test number of 59312108665.

Speaker speaker\_1: No, it's 2484788.

Speaker speaker\_0: And you say you called us?

Speaker speaker\_1: Yeah. I h- I had just called earlier today. So the deal is that I am, I'm already paying for insurance, uh, because of my cancer. Um, so I'm going through that, that I don't, you know, there's no reason for me to have this and it's not affordable. They said that it is not needed.

Speaker speaker\_0: Okay. So in order for us to cancel or dismiss-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... um, benefits, we need the court-ordered release.

Speaker speaker\_1: Yeah. The, so that's what I'm asking you. I have a fax number that, you know, you, you, that needs to be sent to the, the certain fax with the case number on it, that they, they, so they can review it. Does that make sense?

Speaker speaker\_0: Yes, it's, I believe so. Let me get the fax number. I'm gonna, um... Go ahead. Let me get the fax number.

Speaker speaker\_1: Okay. It's 931 525 28, or no, I'm sorry, 2008.

Speaker speaker\_0: Let me just start all over. I'm sorry. 935-

Speaker speaker\_1: No, 931.

Speaker speaker\_0: 31, yes.

Speaker speaker\_1: Yeah, I'm sorry. My, I'm under congestion right now, so... 931 525 2008.

Speaker speaker\_0: 2008. I'm gonna, um, send this information to the back office. Uh, they are the ones being charged with the court order.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Um, and let them know they need to fax that information.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: If there's any other information that we need from you or whatever the case may be, 'cause we never, I never receive it before any, um, requests for us to fax anything. Um-

Speaker speaker\_1: Right.

Speaker speaker\_0: ... so I have to get, to make sure that it's the correct information. If I need any other information or we are not allowed to do this, I will give you a call back. All right?

Speaker speaker\_1: Well, yeah, this is the child support agency, so.

Speaker speaker\_0: I know.

Speaker speaker\_1: Um-

Speaker speaker\_0: I understand. But the thing is that everything that is done through the courts or the child support is always done through the employer. So that's why I'm not sure if

we able to do this. But if, if anything, I'll give you a call back. Um, is there a specific time that you will receive calls?

Speaker speaker\_1: Uh, anytime before 3:30.

Speaker speaker\_0: Okay. All right. So let me-

Speaker speaker\_1: And also, I do have a case number. I don't know if you need that.

Speaker speaker\_0: Uh, we do have that on file.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: All right.

Speaker speaker\_0: I have to-

Speaker speaker\_1: Well, thank you.

Speaker speaker\_0: ... bring this information to them, and like any other information I need, I will give you a call back.

Speaker speaker\_1: Sure.

Speaker speaker\_0: Right? All right.

Speaker speaker\_1: All right.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Anything else for you, sir?