

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who will I have the pleasure of speaking with? Yes, I'm Abby Watson and my employer is deducting insurance out of my check that I don't need for me and my child. Um, and they said to call this number to get it, you know, to get rid of it. All righty. What's the name of your staffing agency? I'm sorry? What's the name of the staffing agency you work for? The name of the company is Memphis Packaging. The agency where you applied. Agency where... No, she didn't apply. I mean, there's nothing. The, the, uh, what you call it at, at my work, uh, said to call y'all, it just started coming out of my check, and I don't know why. And then they tell me about this- Yep, so your- Huh? Yep, so your assignment is different from your staffing agency. Where you went and filled out your paperwork and your application, what's the name of that agency? Focus. Does that sound right? That is Focus Workforce? Yes. All right, and what is the last four digits of your social? 6559. All righty. And what is your address and date of birth? 3930 Armours Drive, and that's in Somerville, Tennessee, 38068. Date of birth is 4/4/1988. All righty. And I have your phone number as 901-686-2634. Correct. And I have your email address as priceabby484@gmail.com? That's right. All righty. So taking a look here, you're actually under a court order. You're required to have those plans. So there's no way for me to cancel them. Well, the, uh, court order, the child support went- Um-hmm. ... yeah, went before them and said, they said, you know, if you don't want it, you don't... I mean, what is it for? I mean, if they don't want the insurance, why do I have to pay it? It's who does... It's who doesn't want the insurance? It's what? Oh, it's who doesn't want the insurance? Me. Okay, so, um, we received a court order that's requiring you to have coverage, um, for the children. And with that, you can't have coverage for just them. It's gonna be for you and them. In order to get it canceled, we'll need the court that issued that court order requiring the insurance to send us a letter of termination, and then we can possibly get it canceled. But until we receive a letter of termination, you're required to have this coverage. Okay, well, I already have them covered, so, you know, I don't need- Yep, I'll just need a letter- Okay. ... of termination, I'll just need a letter of termination from your, the issuing agency saying that you don't have to have that coverage through your staffing agency and then we'll put in the process that paperwork. Okay, okay. Well, thank you. No problem. Thank you so much for calling. You have a great day. You too. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who will I have the pleasure of speaking with?

Speaker speaker_2: Yes, I'm Abby Watson and my employer is deducting insurance out of my check that I don't need for me and my child. Um, and they said to call this number to get it, you know, to get rid of it.

Speaker speaker_1: All righty. What's the name of your staffing agency?

Speaker speaker_2: I'm sorry?

Speaker speaker_1: What's the name of the staffing agency you work for?

Speaker speaker_2: The name of the company is Memphis Packaging.

Speaker speaker_1: The agency where you applied.

Speaker speaker_2: Agency where... No, she didn't apply. I mean, there's nothing. The, the, uh, what you call it at, at my work, uh, said to call y'all, it just started coming out of my check, and I don't know why. And then they tell me about this-

Speaker speaker_1: Yep, so your-

Speaker speaker_2: Huh?

Speaker speaker_1: Yep, so your assignment is different from your staffing agency. Where you went and filled out your paperwork and your application, what's the name of that agency?

Speaker speaker_2: Focus. Does that sound right?

Speaker speaker_1: That is Focus Workforce?

Speaker speaker_2: Yes.

Speaker speaker_1: All right, and what is the last four digits of your social?

Speaker speaker_2: 6559.

Speaker speaker_1: All righty. And what is your address and date of birth?

Speaker speaker_2: 3930 Armours Drive, and that's in Somerville, Tennessee, 38068. Date of birth is 4/4/1988.

Speaker speaker_1: All righty. And I have your phone number as 901-686-2634.

Speaker speaker_2: Correct.

Speaker speaker_1: And I have your email address as priceabby484@gmail.com?

Speaker speaker_2: That's right.

Speaker speaker_1: All righty. So taking a look here, you're actually under a court order. You're required to have those plans. So there's no way for me to cancel them.

Speaker speaker_2: Well, the, uh, court order, the child support went-

Speaker speaker_1: Um-hmm.

Speaker speaker_2: ... yeah, went before them and said, they said, you know, if you don't want it, you don't... I mean, what is it for? I mean, if they don't want the insurance, why do I have to pay it?

Speaker speaker_1: It's who does... It's who doesn't want the insurance?

Speaker speaker_2: It's what?

Speaker speaker_1: Oh, it's who doesn't want the insurance?

Speaker speaker_2: Me.

Speaker speaker_1: Okay, so, um, we received a court order that's requiring you to have coverage, um, for the children. And with that, you can't have coverage for just them. It's gonna be for you and them. In order to get it canceled, we'll need the court that issued that court order requiring the insurance to send us a letter of termination, and then we can possibly get it canceled. But until we receive a letter of termination, you're required to have this coverage.

Speaker speaker_2: Okay, well, I already have them covered, so, you know, I don't need-

Speaker speaker_1: Yep, I'll just need a letter-

Speaker speaker_2: Okay.

Speaker speaker_1: ... of termination, I'll just need a letter of termination from your, the issuing agency saying that you don't have to have that coverage through your staffing agency and then we'll put in the process that paperwork.

Speaker speaker_2: Okay, okay. Well, thank you.

Speaker speaker_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_2: You too. Bye-bye.