

Transcript: VICTORIA

Taylor-4569892332191744-5837554748178432

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. Um, I am having a bit of a dilemma. So I work through a staffing agency, Surge, right now, um, and I actually opted out of the insurance, um, and I just recently started getting charged for insurance. But, um, I think the dilemma is... Well, could I just have you look into it? I'm sorry? Hello? C- could I just have you take my name and s- uh... I, I had like opted out of the insurance, um, and I like, and I'm getting charged for it right now, and I just wondered if you could see like, uh, why, or... Okay. What's the last four of your Social? It's 2793. And is there- Um, it might be a child support issue, is my, is my question. But, uh, like I just got off the phone with child support, and they make it seem like it's not their issue. Uh, so I don't, I don't know what the issue would be, why I would sit, got, ha- have, being charged with it for the insurance when I tried to opt out of it. Okay. Um, what's your first and last name? It's Thane Boehler. I'm sorry, what was the first name? Thane, T-H-A-N-E... I'm sorry, I got my headphone in, I'm getting a little in the high gain right now. And last name is B-O-E-H-E... or, I'm sorry, B-O-E-H-L-E-R? Yes. Okay. Uh, do you mind verifying your address and date of birth? It's 58 Siesta Drive, uh, Apartment A, Tiffin, Ohio, and the date of birth's 11/22/89. And then, phone number 567-207-7816? Yeah. And then email is first and last name 2017 at gmail.com? Yep. Okay. Give me one second. Yeah. Thank you. It looks like it's a court order for you to have, uh, medical insurance for you and your dependent. So, um, the dependent was actually adopted, um, and I don't have any rights anymore, or a, I'm not obligated to pay anything to them. Um, and they also told, the child support also told me to say that it is only if it's within reason, um, and with the amount of money that I make, that it is not within reason. Okay. So what do I do? So the... We can't do anything with it being a court order. You would have to have the, uh, court send us a release form in order for us to cancel the coverage. Um... Okay. But I can get you the issuing agency's information. Um, that way you can reach out to them and have them send us a release form. Okay. Yeah, the, the woman said, the woman at the child support said like, a very similar thing. Um, but she said it could take up to 48 hours before they got ahold of me and that I should contact you guys and, uh, let you know what's going on and... Um, she did make it seem like the, it, it's something that I shouldn't be paying because it says on the order, she says, "Well, the order says you're not obligated to," uh, "you're, you have no obligations other than prior accumulated, uh, child support." And, but they didn't take it off for some reason, so it doesn't make sense. I'm sorry, I'm ready for that, that, uh, information. Okay. Um, so the issuing agency is gonna be Seneca County CSEA. And then, uh, their phone number is 447-5011. Okay. Um, do you need the case identifier number? Uh, I'll take it. Okay. Uh, so it's 713... Okay. ... 490- Okay. ... 3389. All right. And then, just so you have this, the name of the form that we need is a release form. Okay. And they can either send that to us by email. Um,

our email would be info@benefitsinacard.com or they can- Okay. Well- ... fax it to us. What's the fax number? Um, it is 877-618-3674. All right. Is that everything? Yep. All right. Sounds good. Thank you. I appreciate it. Yes, sir. You have a wonderful day. You too. Thank you.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Hi, Victoria. Um, I am having a bit of a dilemma. So I work through a staffing agency, Surge, right now, um, and I actually opted out of the insurance, um, and I just recently started getting charged for insurance. But, um, I think the dilemma is... Well, could I just have you look into it?

Speaker speaker_1: I'm sorry?

Speaker speaker_2: Hello? C- could I just have you take my name and s- uh... I, I had like opted out of the insurance, um, and I like, and I'm getting charged for it right now, and I just wondered if you could see like, uh, why, or...

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

Speaker speaker_2: It's 2793.

Speaker speaker_1: And is there-

Speaker speaker_2: Um, it might be a child support issue, is my, is my question. But, uh, like I just got off the phone with child support, and they make it seem like it's not their issue. Uh, so I don't, I don't know what the issue would be, why I would sit, got, ha- have, being charged with it for the insurance when I tried to opt out of it.

Speaker speaker_1: Okay. Um, what's your first and last name?

Speaker speaker_2: It's Thane Boehler.

Speaker speaker_1: I'm sorry, what was the first name?

Speaker speaker_2: Thane, T-H-A-N-E... I'm sorry, I got my headphone in, I'm getting a little in the high gain right now.

Speaker speaker_1: And last name is B-O-E-H-E... or, I'm sorry, B-O-E-H-L-E-R?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker_2: It's 58 Siesta Drive, uh, Apartment A, Tiffin, Ohio, and the date of birth's 11/22/89.

Speaker speaker_1: And then, phone number 567-207-7816?

Speaker speaker_2: Yeah.

Speaker speaker_1: And then email is first and last name 2017 at gmail.com?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay. Give me one second. Yeah.

Speaker speaker_2: Thank you.

Speaker speaker_1: It looks like it's a court order for you to have, uh, medical insurance for you and your dependent.

Speaker speaker_2: So, um, the dependent was actually adopted, um, and I don't have any rights anymore, or a, I'm not obligated to pay anything to them. Um, and they also told, the child support also told me to say that it is only if it's within reason, um, and with the amount of money that I make, that it is not within reason.

Speaker speaker_1: Okay.

Speaker speaker_2: So what do I do?

Speaker speaker_1: So the... We can't do anything with it being a court order. You would have to have the, uh, court send us a release form in order for us to cancel the coverage. Um...

Speaker speaker_2: Okay.

Speaker speaker_1: But I can get you the issuing agency's information. Um, that way you can reach out to them and have them send us a release form.

Speaker speaker_2: Okay. Yeah, the, the woman said, the woman at the child support said like, a very similar thing. Um, but she said it could take up to 48 hours before they got ahold of me and that I should contact you guys and, uh, let you know what's going on and... Um, she did make it seem like the, it, it's something that I shouldn't be paying because it says on the order, she says, "Well, the order says you're not obligated to," uh, "you're, you have no obligations other than prior accumulated, uh, child support." And, but they didn't take it off for some reason, so it doesn't make sense. I'm sorry, I'm ready for that, that, uh, information.

Speaker speaker_1: Okay. Um, so the issuing agency is gonna be Seneca County CSEA. And then, uh, their phone number is 447-5011.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, do you need the case identifier number?

Speaker speaker_2: Uh, I'll take it.

Speaker speaker_1: Okay. Uh, so it's 713...

Speaker speaker_2: Okay.

Speaker speaker_1: ... 490-

Speaker speaker_2: Okay.

Speaker speaker_1: ... 3389.

Speaker speaker_2: All right.

Speaker speaker_1: And then, just so you have this, the name of the form that we need is a release form.

Speaker speaker_2: Okay.

Speaker speaker_1: And they can either send that to us by email. Um, our email would be info@benefitsinacard.com or they can-

Speaker speaker_2: Okay. Well-

Speaker speaker_1: ... fax it to us.

Speaker speaker_2: What's the fax number?

Speaker speaker_1: Um, it is 877-618-3674.

Speaker speaker_2: All right. Is that everything?

Speaker speaker_1: Yep.

Speaker speaker_2: All right. Sounds good. Thank you. I appreciate it.

Speaker speaker_1: Yes, sir. You have a wonderful day.

Speaker speaker_2: You too. Thank you.