

Transcript: VICTORIA

Taylor-5029721216303104-6455122769657856

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, I was calling because I wanted to cancel the benefits I had. I had, uh, signed up when I was, when I was, I was doing a temp agency, and I signed it up but I got a new assignment and, like, I've been there less than 30... Like, my old assignment was over with, like, four months ago. I just started a new one and it's, and it's still taking out on this new one. I want to count. Okay. What's the name of the agency you work for? MAU. And the last four of your Social? 1415. Okay. And your first and last name? Demario Stringer. All righty. Do you mind verifying your address and date of birth? 1612 Parnell Drive, Augusta, Georgia 30904. And my birthday, 03/08/1991. Okay. Phone number is 706-814-3125. Yes, ma'am. And then email is just first and last name 2014 at gmail.com. Yes, ma'am. Okay. So, I do see that we have an active court order on file for you and any time that you get back on with MAU, unless we receive a termination, uh, notice for this, you will be re-enrolled into it. So what you'll have to do is reach out to the issuing agency that required the court order and ask for a release form. What do you mean? I gotta call MAU? No, sir. You need to reach out to the agency that required the court order, so you're gonna have to reach out to GA Medical Support. Mm-hmm. And ask for a release form. A release form. Mm-hmm. GA Medical Support. Do you have the number? Uh, give me one second and I can get that for ya. Okay. Um, it looks like the phone number is 866- 866. 304- 304. 8199. 8199. Yes. And I'm not sure if they'll need this but just in case, I have a case identifier number for you. Yes, ma'am. It's 13- 13. Zero. Zero. Yeah, two zeros, 00. One... 1300. Uh-huh. 25. 25. 669. 669. Yep. And I, and I- Just ask them for a- Just ask them for what? So, all you're gonna do is you're gonna reach out to them, let them know that you're wanting to cancel a court order and you need a release form. What they'll do is they'll probably send that release form to your employer, and then your employer will send that information to us. All right. Yes, sir. Tell them I want a release form. All right. Thanks. You're welcome. Have a good day.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Yes, I was calling because I wanted to cancel the benefits I had. I had, uh, signed up when I was, when I was, I was doing a temp agency, and I signed it up but I got a new assignment and, like, I've been there less than 30... Like, my old assignment was over with, like, four months ago. I just started a new one and it's, and it's still taking out on this new

one. I want to count.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: MAU.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 1415.

Speaker speaker_0: Okay. And your first and last name?

Speaker speaker_1: Demario Stringer.

Speaker speaker_0: All righty. Do you mind verifying your address and date of birth?

Speaker speaker_1: 1612 Parnell Drive, Augusta, Georgia 30904. And my birthday, 03/08/1991.

Speaker speaker_0: Okay. Phone number is 706-814-3125.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then email is just first and last name 2014 at gmail.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. So, I do see that we have an active court order on file for you and any time that you get back on with MAU, unless we receive a termination, uh, notice for this, you will be re-enrolled into it. So what you'll have to do is reach out to the issuing agency that required the court order and ask for a release form.

Speaker speaker_1: What do you mean? I gotta call MAU?

Speaker speaker_0: No, sir. You need to reach out to the agency that required the court order, so you're gonna have to reach out to GA Medical Support.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And ask for a release form.

Speaker speaker_1: A release form.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: GA Medical Support. Do you have the number?

Speaker speaker_0: Uh, give me one second and I can get that for ya. Okay. Um, it looks like the phone number is 866-

Speaker speaker_1: 866.

Speaker speaker_0: 304-

Speaker speaker_1: 304.

Speaker speaker_0: 8199.

Speaker speaker_1: 8199.

Speaker speaker_0: Yes. And I'm not sure if they'll need this but just in case, I have a case identifier number for you.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: It's 13-

Speaker speaker_1: 13.

Speaker speaker_0: Zero.

Speaker speaker_1: Zero.

Speaker speaker_0: Yeah, two zeros, 00.

Speaker speaker_1: One... 1300.

Speaker speaker_0: Uh-huh. 25.

Speaker speaker_1: 25.

Speaker speaker_0: 669.

Speaker speaker_1: 669.

Speaker speaker_0: Yep.

Speaker speaker_1: And I, and I-

Speaker speaker_0: Just ask them for a-

Speaker speaker_1: Just ask them for what?

Speaker speaker_0: So, all you're gonna do is you're gonna reach out to them, let them know that you're wanting to cancel a court order and you need a release form. What they'll do is they'll probably send that release form to your employer, and then your employer will send that information to us.

Speaker speaker_1: All right.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Tell them I want a release form. All right. Thanks.

Speaker speaker_0: You're welcome. Have a good day.