

Transcript: VICTORIA

Taylor-5626015016206336-5164927459966976

Full Transcript

Hello. "Your call may be monitored or recorded for quality assurance purposes." I gotta take this call. Hello? Hi, Mr. Brown? Yes, ma'am. Hey, this is Victoria with Benefits on a Card. Uh, we administer the insurance being offered through Surge Staffing. Yes, I sent them a check study. Okay. Yeah, I'm just call- I sent the... Go ahead. Sorry about that. I'm just following up with you because, um, we did investigate the situation. So it looks like we received another notice from the issuing agency regarding the court order that you previously had. Um, to... And so what we did is when we received that notice, we reached out to the issuing agency and they advised for us to enroll you per the court order. So- So even though it was against the law to take over half of my check? Okay. So again, this is due to a court order for you to have coverage for your dependent. We received another notice from the issuing agency child support services, and we verified with them that the court order is still active. That's why you were re-enrolled into coverage. So that's why they taking... So they'll take the same... What they took out this week, they'll take out the same thing next week. I mean, last week what they took out, they gonna take exactly the same thing? So it looks like for everything that the court order requires you to be enrolled into it comes out to a total of \$65.59. 60. Okay. This, this, this... After child support? I, I'm not sure what they're taking out specifically for child support. This is just for the benefits that your court- They're taking out 60 bucks. 60 bucks? Yes. For the, the medical insurance that you're required to have for the court order, it would be \$65.59 a week. So that's what they took out this week, this past week? So I'm just trying to make sure they don't take out the same thing so I know what my check will be. Yes. It's, it's gonna be the same thing. It's \$65.59 a week for the, the insurance that is required by that court order. It is not going- Okay, but- ... to change. It's going to be the same every week. Only way to change, only, only way to change is if I call them and have them send another court order. Yeah. We can't make any type of changes or cancellations to it. You will have to contact the issuing agency and have them send us a release form. Okay. All right. Thank you so much. You're welcome. You have a good day. You too. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Hello.

Speaker speaker_1: "Your call may be monitored or recorded for quality assurance purposes."

Speaker speaker_0: I gotta take this call. Hello?

Speaker speaker_2: Hi, Mr. Brown?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_2: Hey, this is Victoria with Benefits on a Card. Uh, we administer the insurance being offered through Surge Staffing.

Speaker speaker_0: Yes, I sent them a check study.

Speaker speaker_2: Okay. Yeah, I'm just call-

Speaker speaker_0: I sent the... Go ahead.

Speaker speaker_2: Sorry about that. I'm just following up with you because, um, we did investigate the situation. So it looks like we received another notice from the issuing agency regarding the court order that you previously had. Um, to... And so what we did is when we received that notice, we reached out to the issuing agency and they advised for us to enroll you per the court order. So-

Speaker speaker_0: So even though it was against the law to take over half of my check?

Speaker speaker_2: Okay. So again, this is due to a court order for you to have coverage for your dependent. We received another notice from the issuing agency child support services, and we verified with them that the court order is still active. That's why you were re-enrolled into coverage.

Speaker speaker_0: So that's why they taking... So they'll take the same... What they took out this week, they'll take out the same thing next week. I mean, last week what they took out, they gonna take exactly the same thing?

Speaker speaker_2: So it looks like for everything that the court order requires you to be enrolled into it comes out to a total of \$65.59.

Speaker speaker_0: 60. Okay. This, this, this... After child support?

Speaker speaker_2: I, I'm not sure what they're taking out specifically for child support. This is just for the benefits that your court-

Speaker speaker_0: They're taking out 60 bucks. 60 bucks?

Speaker speaker_2: Yes. For the, the medical insurance that you're required to have for the court order, it would be \$65.59 a week.

Speaker speaker_0: So that's what they took out this week, this past week? So I'm just trying to make sure they don't take out the same thing so I know what my check will be.

Speaker speaker_2: Yes. It's, it's gonna be the same thing. It's \$65.59 a week for the, the insurance that is required by that court order. It is not going-

Speaker speaker_0: Okay, but-

Speaker speaker_2: ... to change. It's going to be the same every week.

Speaker speaker_0: Only way to change, only, only way to change is if I call them and have them send another court order.

Speaker speaker_2: Yeah. We can't make any type of changes or cancellations to it. You will have to contact the issuing agency and have them send us a release form.

Speaker speaker_0: Okay. All right. Thank you so much.

Speaker speaker_2: You're welcome. You have a good day.

Speaker speaker_0: You too.

Speaker speaker_2: Thank you. Bye-bye.