

Transcript: VICTORIA

Taylor-6346847721799680-6619235369795584

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. Good morning. How are you today? Good. How are- Uh, m- v- good. Yeah. Oh, okay. I didn't know I had the insurance, right? And I don't need it 'cause I already have a medical. Okay. Let me pull up your file. What's the name of the agency you work for? Uh, it's... Uh, I don't... I can't read very well. It's P-A-R-T-N-E-R-S. I'm sorry. Is that the name of the, um, staffing agency you work for? Yeah. Yes. Is it Partners Personnel? I think so. Okay. What's the last four of your Social? It's 7436. And your first and last name? Juan Rodolfo Barrera. All right. And if you'll verify your address and date of birth. Um, my new address, I don't know my address, but my date of birth is 10/27/81. Okay. Um, I would also need to verify your mailing address. It's rodolfo.barrera@... 41.s, uh, dot, uh, g.com. It's not 4- No, like your mailing address. Oh, okay. Hold on. Uh, uh, let me get this one. This is the... This is an old one. It is 12520... I can't say the, the name. I can't read very well, but... South Wilmington Avenue? Yes. Okay. Compton, California, 90222? Yes. And then phone number 323-481-8109? Yes. Correct. And then email is l-e-t-i-c-i-a.v-r-g-a@partnerspersonnel.com? Yes. Okay. So it looks like this is actually a court order for you to have coverage for you and a, uh, dependent child, so we would not be able to cancel this unless you reach out to the issuing agency and have- Yeah, uh- ... them send it. 'Cause, uh, they sent me a letter that everything is done already, like child support, and I sent it to the, uh, the agency, and they tell me they're gonna send it to you. Okay. Well, we have not received a, um, release form, so we would need that release form in order to cancel the coverage. Okay. Uh, question. I've already know, does it affect my medical or not? Like, they take it off or no? If I have this insurance? I... That, I don't know. You'll have to reach out to your other medical insurance company and see if that's something that would be done. I, I'm not aware of any stipulations like that, but I would just reach out to the other insurance that you have- Yes. ... and ask them. Okay. Uh, 'cause I don't know if that letter to send it to you or not. Where can I send it to you, the letter they sent me? Like, um, my company doesn't- It has to be... It has to be sent by your employer, because what happens is the issuing agency will send that release form to your employer, and then your employer sends that to us. Oh, okay. So I, I'm gonna go to the agency then send them the, give them the paper, right? And then they can send it to you? Yes. So, yeah. Okay. Okay. Like I said, how it works typically is the issuing agency will send the release form to your employer, and then your employer sends us that to us. But we have not received it as of yet. Mm. Okay. All right. Thank you. You're welcome. All right. All, uh- You have a wonderful day. ... thanks for that.

Conversation Format

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

Speaker speaker_1: Hi, Victoria. Good morning. How are you today?

Speaker speaker_0: Good. How are-

Speaker speaker_1: Uh, m- v- good. Yeah. Oh, okay. I didn't know I had the insurance, right? And I don't need it 'cause I already have a medical.

Speaker speaker_0: Okay. Let me pull up your file. What's the name of the agency you work for?

Speaker speaker_1: Uh, it's... Uh, I don't... I can't read very well. It's P-A-R-T-N-E-R-S.

Speaker speaker_0: I'm sorry. Is that the name of the, um, staffing agency you work for?

Speaker speaker_1: Yeah. Yes.

Speaker speaker_0: Is it Partners Personnel?

Speaker speaker_1: I think so.

Speaker speaker_0: Okay. What's the last four of your Social?

Speaker speaker_1: It's 7436.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Juan Rodolfo Barrera.

Speaker speaker_0: All right. And if you'll verify your address and date of birth.

Speaker speaker_1: Um, my new address, I don't know my address, but my date of birth is 10/27/81.

Speaker speaker_0: Okay. Um, I would also need to verify your mailing address.

Speaker speaker_1: It's rodolfo.barrera@... 41.s, uh, dot, uh, g.com. It's not 4- No, like your mailing address. Oh, okay. Hold on. Uh, uh, let me get this one. This is the... This is an old one. It is 12520... I can't say the, the name. I can't read very well, but...

Speaker speaker_0: South Wilmington Avenue?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Compton, California, 90222?

Speaker speaker_1: Yes.

Speaker speaker_0: And then phone number 323-481-8109?

Speaker speaker_1: Yes. Correct.

Speaker speaker_0: And then email is l-e-t-i-c-i-a.v-r-g-a@partnerspersonnel.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So it looks like this is actually a court order for you to have coverage for you and a, uh, dependent child, so we would not be able to cancel this unless you reach out to the issuing agency and have-

Speaker speaker_1: Yeah, uh-

Speaker speaker_0: ... them send it.

Speaker speaker_1: 'Cause, uh, they sent me a letter that everything is done already, like child support, and I sent it to the, uh, the agency, and they tell me they're gonna send it to you.

Speaker speaker_0: Okay. Well, we have not received a, um, release form, so we would need that release form in order to cancel the coverage.

Speaker speaker_1: Okay. Uh, question. I've already know, does it affect my medical or not? Like, they take it off or no? If I have this insurance?

Speaker speaker_0: I... That, I don't know. You'll have to reach out to your other medical insurance company and see if that's something that would be done. I, I'm not aware of any stipulations like that, but I would just reach out to the other insurance that you have-

Speaker speaker_1: Yes.

Speaker speaker_0: ... and ask them.

Speaker speaker_1: Okay. Uh, 'cause I don't know if that letter to send it to you or not. Where can I send it to you, the letter they sent me? Like, um, my company doesn't-

Speaker speaker_0: It has to be... It has to be sent by your employer, because what happens is the issuing agency will send that release form to your employer, and then your employer sends that to us.

Speaker speaker_1: Oh, okay. So I, I'm gonna go to the agency then send them the, give them the paper, right? And then they can send it to you?

Speaker speaker_0: Yes. So, yeah.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: Like I said, how it works typically is the issuing agency will send the release form to your employer, and then your employer sends us that to us. But we have not received it as of yet.

Speaker speaker_1: Mm. Okay. All right. Thank you.

Speaker speaker_0: You're welcome.

Speaker speaker_1: All right. All, uh-

Speaker speaker_0: You have a wonderful day.

Speaker speaker_1: ... thanks for that.