

## **Transcript: VICTORIA**

**Taylor-6386455797743616-6602871515824128**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, ma'am. I was just informed that after my 30-day mark that I would be enrolled in this program. Okay. Which should be today or something. I want to opt out. I don't want this insurance. Okay. What's the name of the agency you work for? WorkSmart. All right. And the last four of your Social? 0466. And your first and last name? Jeremy Lee. Okay. Do you mind verifying your address and date of birth? 76 Ray Street, Royston, Georgia, 30662 and 7/12/87. Okay. Phone number is 864-794-0293. No, ma'am. Y- okay. Is it the phone number that you're calling from? Yes, ma'am. And then email is gonna be georgiablood87@icloud.com. Correct. Okay. So, it looks like you were enrolled into coverage but this is due to a court order for you to have coverage for you and your dependents. Uh, so we- Okay, so, so that... uh, so I've had this when I had my job last time. So my daughter has Medicaid and my daughter is also about to turn 18 years old in about 77 days. So, they're like... I mean, they... I don't know how to explain it. I've been calling the insurance company, child support and everything else. Like, everybody's telling me I don't need the insurance but because 18 years ago they made that order, they didn't start taking this order out until last year. Well, she's almost 18 now, so it's kind of too late. Okay. So, we are not able to cancel this without a release form from the issuing agency. So you're gonna have to contact the issuing agency to put this order in place, and I can give you their contact information and have them send over a release form. Which is child support, correct? Um, it looks like it's GA Medical Support Notice Processing Center. I don't even know who that is. Okay. I mean, I can give you their phone number, your case number. Um ... Can y- I don't have nothing to write it down. Is there any way that I can give you an email to mail it to or send it to? Uh, um, I don't have a way to... I don't have a way to email it to you, unfortunately. But if you want to call us back when you do have a pen and paper nearby, you can do that and we can provide it to you. Uh, what time do y'all close today? Uh, 8:00 PM Eastern Time. All right. I'll give y'all a call back. Yes, sir. You have a wonderful 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, ma'am. I was just informed that after my 30-day mark that I would be enrolled in this program.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Which should be today or something. I want to opt out. I don't want this insurance.

Speaker speaker\_0: Okay. What's the name of the agency you work for?

Speaker speaker\_1: WorkSmart.

Speaker speaker\_0: All right. And the last four of your Social?

Speaker speaker\_1: 0466.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Jeremy Lee.

Speaker speaker\_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker\_1: 76 Ray Street, Royston, Georgia, 30662 and 7/12/87.

Speaker speaker\_0: Okay. Phone number is 864-794-0293.

Speaker speaker\_1: No, ma'am.

Speaker speaker\_0: Y- okay. Is it the phone number that you're calling from?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And then email is gonna be georgiablood87@icloud.com.

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. So, it looks like you were enrolled into coverage but this is due to a court order for you to have coverage for you and your dependents. Uh, so we-

Speaker speaker\_1: Okay, so, so that... uh, so I've had this when I had my job last time. So my daughter has Medicaid and my daughter is also about to turn 18 years old in about 77 days. So, they're like... I mean, they... I don't know how to explain it. I've been calling the insurance company, child support and everything else. Like, everybody's telling me I don't need the insurance but because 18 years ago they made that order, they didn't start taking this order out until last year. Well, she's almost 18 now, so it's kind of too late.

Speaker speaker\_0: Okay. So, we are not able to cancel this without a release form from the issuing agency. So you're gonna have to contact the issuing agency to put this order in place, and I can give you their contact information and have them send over a release form.

Speaker speaker\_1: Which is child support, correct?

Speaker speaker\_0: Um, it looks like it's GA Medical Support Notice Processing Center.

Speaker speaker\_1: I don't even know who that is.

Speaker speaker\_0: Okay. I mean, I can give you their phone number, your case number. Um ... Can y- I don't have nothing to write it down. Is there any way that I can give you an email to mail it to or send it to? Uh, um, I don't have a way to... I don't have a way to email it to you,

unfortunately. But if you want to call us back when you do have a pen and paper nearby, you can do that and we can provide it to you.

Speaker speaker\_1: Uh, what time do y'all close today?

Speaker speaker\_0: Uh, 8:00 PM Eastern Time.

Speaker speaker\_1: All right. I'll give y'all a call back.

Speaker speaker\_0: Yes, sir. You have a wonderful day.