

Transcript: Chris Sofield (deactivated)-4788214152249344-6331521160396800

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hey, Chris. Good afternoon. How are you? I'm sorry. I can barely hear you. I said, hi, good afternoon. How are you? I'm- I'm doing well. I can still barely hear you. It sounds like you're extremely far away from your phone. I don't know why it is. I'm, uh, speaking very close to my mic. Okay. Can you hear me now? Yes. That is much better. How can I help you? Okay. See, I'm, uh, referring to group number 9433. Okay? O- okay. I'm not sure what that means, sir. How can I help you? I... You know, I want you to pick that up so that we can talk about it. So, there is a bill, you know, sent to me, so I just need, uh, to know where and when it was used and, uh, how to go about it. Right? Okay. So, we are a plan enrollment administrator for health insurance benefits for staffing companies. I'm not sure what it is you're looking for, but that doesn't sound like something that we'd be able to help with.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_2: Hey, Chris. Good afternoon. How are you?

Speaker speaker_1: I'm sorry. I can barely hear you.

Speaker speaker_2: I said, hi, good afternoon. How are you?

Speaker speaker_1: I'm- I'm doing well. I can still barely hear you. It sounds like you're extremely far away from your phone.

Speaker speaker_2: I don't know why it is. I'm, uh, speaking very close to my mic. Okay. Can you hear me now?

Speaker speaker_1: Yes. That is much better. How can I help you?

Speaker speaker_2: Okay. See, I'm, uh, referring to group number 9433. Okay?

Speaker speaker_1: O- okay. I'm not sure what that means, sir. How can I help you?

Speaker speaker_2: I... You know, I want you to pick that up so that we can talk about it. So, there is a bill, you know, sent to me, so I just need, uh, to know where and when it was used and, uh, how to go about it. Right?

Speaker speaker_1: Okay. So, we are a plan enrollment administrator for health insurance benefits for staffing companies. I'm not sure what it is you're looking for, but that doesn't sound like something that we'd be able to help with.