

## **Transcript: Chris Sofield**

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### **Full Transcript**

Thank you for calling Benefits In A Card. This is Chris. How can I help you today? Yeah, I just, uh, received a, um, text message that I've been hired for this. I di-... I don't know what this is about. Okay. What exactly did the text message say, ma'am? Um, let me see it. Looking at emails at the same time, so I gotta get ready to head out of here. Um, there it is. Says, "Congrats on your job. Call Benefits In A Card." That, that's all it says, "Congrats on your job. Call Benefits In A Card?" Yes. Uh, "Congrats on your job with Innovative..." Yes. "Call Benefits In A Card at..." And then, it has a phone number I called. Okay. Um, one moment. Okay. That's, that's probably just s- that... What that is probably actually saying is, "Congrats on your job, and you're now eligible for benefits," and to give us a call for that. Um, 'cause we're just the plan administrator for health insurance benefits for Innovative Staff Solutions. Um, that's, that's all that's letting you know- Oh, I see. ... that you're eligible for that, that insurance plan if you wanted it. Right. Um, but I actually don't even work for ISS. Okay. So then your phone number got put down as someone else's by accident. You can just reply STOP to opt out of any future contact. Okay. Um, I forget the lady's name, the recruiter that I worked with. I would like to work with her again. I wouldn't know anything about that. We're a plan administrator for insurance only. Anything related to employment- Oh, gotcha. Mm-hmm. ... or employment itself, we have no knowledge of. Yeah, I understand. My best friend's a... He's a sales agent as well, so I get it. All right. Anything else? All right. Nope, that'll be all. Thank you. You're welcome. Thanks for calling. Have a good day. Thanks. Bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits In A Card. This is Chris. How can I help you today?

Speaker speaker\_1: Yeah, I just, uh, received a, um, text message that I've been hired for this. I di-... I don't know what this is about.

Speaker speaker\_0: Okay. What exactly did the text message say, ma'am?

Speaker speaker\_1: Um, let me see it. Looking at emails at the same time, so I gotta get ready to head out of here. Um, there it is. Says, "Congrats on your job. Call Benefits In A Card."

Speaker speaker\_0: That, that's all it says, "Congrats on your job. Call Benefits In A Card?"

Speaker speaker\_1: Yes. Uh, "Congrats on your job with Innovative..." Yes. "Call Benefits In A Card at..." And then, it has a phone number I called.

Speaker speaker\_0: Okay. Um, one moment. Okay. That's, that's probably just s- that... What that is probably actually saying is, "Congrats on your job, and you're now eligible for benefits," and to give us a call for that. Um, 'cause we're just the plan administrator for health insurance benefits for Innovative Staff Solutions. Um, that's, that's all that's letting you know-

Speaker speaker\_1: Oh, I see.

Speaker speaker\_0: ... that you're eligible for that, that insurance plan if you wanted it.

Speaker speaker\_1: Right. Um, but I actually don't even work for ISS.

Speaker speaker\_0: Okay. So then your phone number got put down as someone else's by accident. You can just reply STOP to opt out of any future contact.

Speaker speaker\_1: Okay. Um, I forget the lady's name, the recruiter that I worked with. I would like to work with her again.

Speaker speaker\_0: I wouldn't know anything about that. We're a plan administrator for insurance only. Anything related to employment-

Speaker speaker\_1: Oh, gotcha. Mm-hmm.

Speaker speaker\_0: ... or employment itself, we have no knowledge of.

Speaker speaker\_1: Yeah, I understand. My best friend's a... He's a sales agent as well, so I get it.

Speaker speaker\_0: All right. Anything else?

Speaker speaker\_1: All right. Nope, that'll be all. Thank you.

Speaker speaker\_0: You're welcome. Thanks for calling. Have a good day.

Speaker speaker\_1: Thanks. Bye.