

## **Transcript: Chris Sofield (deactivated)-5259625632415744-5659745557463040**

### **Full Transcript**

Benefits and a card, this is Chris. How can I help you today? How are you doing, Chris? I have a couple of questions. This is Mr. Maddox. Can you hear me pretty well? Uh, it... Yeah, I can hear you. Um, so what, uh, what are your questions? Uh, I'm with this temporary agency and I forgot to call y'all to get this insurance canceled out, but somehow it's getting taken out of my check every week. But my other question is, I tried to get a card and see where can I use the insurance at, because it's getting taken out, I might as well use it. So- Okay. Okay. Okay. Uh, let me pull your file up and see what information I can give you. What staffing company do you work with? Search. And the last four of your Social? 2941. Thank you. And then, Mr. Maddox, what is your first name? Eddie. All right. Can you confirm, uh, your address and your date of birth for me, sir? 10286, 1986. Okay. And your address, sir? 1300 Savlon Street, Lot Number 110, Opelika, Alabama, 36801. Okay. Okay. Then we have a phone number on file for you at 334-363-6512? Yes. All right. Um, Mr. Maddox, I'm not showing that you're currently enrolled in any insurance at this time. But, but they are taking it out though. Like- Okay, I- ... I..... Are you sure that that is \$15.16 e- ex- specifically for a, for a medical plan, or does it look like it's more of a tax deduction? A medical plan. Okay. And the amount is specifically six- \$15.16? Yes, sir. I can tell you. Hold on real quick, I can go back into it and let you know. Something got taken out last, last Thursday, but hold on. Yeah, because if anything was taken out, it's not been reported to us, meaning that it doesn't technically exist on our system, meaning that technically no insurance exists at this time. Um, but th- it, it's all gonna depend on what you're, what you're seeing specifically on that sub. All right. Give me one, give me one second and let me... Give me one second, let me log into it and.....

### **Conversation Format**

Speaker speaker\_0: Benefits and a card, this is Chris. How can I help you today?

Speaker speaker\_1: How are you doing, Chris? I have a couple of questions. This is Mr. Maddox. Can you hear me pretty well?

Speaker speaker\_0: Uh, it... Yeah, I can hear you. Um, so what, uh, what are your questions?

Speaker speaker\_1: Uh, I'm with this temporary agency and I forgot to call y'all to get this insurance canceled out, but somehow it's getting taken out of my check every week. But my other question is, I tried to get a card and see where can I use the insurance at, because it's getting taken out, I might as well use it. So-

Speaker speaker\_0: Okay.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. Uh, let me pull your file up and see what information I can give you. What staffing company do you work with?

Speaker speaker\_1: Search.

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

Speaker speaker\_1: 2941.

Speaker speaker\_0: Thank you. And then, Mr. Maddox, what is your first name?

Speaker speaker\_1: Eddie.

Speaker speaker\_0: All right. Can you confirm, uh, your address and your date of birth for me, sir?

Speaker speaker\_1: 10286, 1986.

Speaker speaker\_0: Okay. And your address, sir?

Speaker speaker\_1: 1300 Savlon Street, Lot Number 110, Opelika, Alabama, 36801.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Then we have a phone number on file for you at 334-363-6512?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. Um, Mr. Maddox, I'm not showing that you're currently enrolled in any insurance at this time.

Speaker speaker\_1: But, but they are taking it out though. Like-

Speaker speaker\_0: Okay, I-

Speaker speaker\_1: ... I.....

Speaker speaker\_0: Are you sure that that is \$15.16 e- ex- specifically for a, for a medical plan, or does it look like it's more of a tax deduction?

Speaker speaker\_1: A medical plan.

Speaker speaker\_0: Okay. And the amount is specifically six- \$15.16?

Speaker speaker\_1: Yes, sir. I can tell you. Hold on real quick, I can go back into it and let you know. Something got taken out last, last Thursday, but hold on.

Speaker speaker\_0: Yeah, because if anything was taken out, it's not been reported to us, meaning that it doesn't technically exist on our system, meaning that technically no insurance

exists at this time. Um, but th- it, it's all gonna depend on what you're, what you're seeing specifically on that sub.

Speaker speaker\_1: All right. Give me one, give me one second and let me... Give me one second, let me log into it and.....