

## **Transcript: Chris Sofield (deactivated)-5315827458162688-4856980062912512**

### **Full Transcript**

Thank you ... benefits on a card. This is Chris. How can I help you today? Hi. Uh, checking on my health insurance and I missed your call today. Okay. Was there any sort of voicemail left or anything like that? Uh, didn't check that yet. Could you see, like, what's going on? Okay. What staffing company do you work with? Waffle House. I'm sorry, what's the name of the staffing company? Staffing company. Do you work with a staffing company, sir? Uh, yeah. That's three- Okay. Let's- ... zero something. Hold on. I'll give you the name. Okay. Here it comes. Hamilton and Riker. Hamilton, Riker. Okay. And the last four of your social? Hamilton and Riker. Okay. And, and what's the last four of your social? Uh... So I can locate your file, sir. Oh, yeah. Hamilton and Riker. Yes, sir. Hamilton Riker. But what's the last four of your Social so I can locate your file? 3826. Thank you. And then your first and last name. Eugene Roxanos. Thank you. Can you please verify your address and your date of birth? 463 Wood Cave, 11-15-821. I need the rest of the address. I need the city, state and zip code as well. Jackson, Tennessee 38305. Thank you. I have a phone number on file for you. It's 731-224-3531. Is that correct? Correct. Okay, let's see here. Your state, right? Bear with me just one moment. Oh, \*\*\*\*\* you. Good morning. You know what- Okay, so it looks like the reason that we were trying to get in contact with you was because, um, we, uh, looks like we had received information that you wanted to enroll in the insurance and one of your, one of your dependents you had listed was a spouse, but you only, but you only selected that you wanted yourself and the children covered. So, we were trying to verify if it was just you and the children to be covered or if it was you and the entire family. It's going to be just me. Just you? No, no dependents at all? Yeah. All right, then that, that's all we were trying to verify, sir. Yeah. Okay. All right. Was there anything else I could help you with? No. All right.

### **Conversation Format**

Speaker speaker\_0: Thank you ... benefits on a card. This is Chris. How can I help you today?

Speaker speaker\_1: Hi. Uh, checking on my health insurance and I missed your call today.

Speaker speaker\_0: Okay. Was there any sort of voicemail left or anything like that?

Speaker speaker\_1: Uh, didn't check that yet. Could you see, like, what's going on?

Speaker speaker\_0: Okay. What staffing company do you work with?

Speaker speaker\_1: Waffle House.

Speaker speaker\_0: I'm sorry, what's the name of the staffing company?

Speaker speaker\_1: Staffing company.

Speaker speaker\_0: Do you work with a staffing company, sir?

Speaker speaker\_1: Uh, yeah. That's three-

Speaker speaker\_0: Okay. Let's-

Speaker speaker\_1: ... zero something. Hold on. I'll give you the name.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Here it comes. Hamilton and Riker.

Speaker speaker\_0: Hamilton, Riker. Okay. And the last four of your social?

Speaker speaker\_1: Hamilton and Riker.

Speaker speaker\_0: Okay. And, and what's the last four of your social?

Speaker speaker\_1: Uh...

Speaker speaker\_0: So I can locate your file, sir.

Speaker speaker\_1: Oh, yeah. Hamilton and Riker.

Speaker speaker\_0: Yes, sir. Hamilton Riker. But what's the last four of your Social so I can locate your file?

Speaker speaker\_1: 3826.

Speaker speaker\_0: Thank you. And then your first and last name.

Speaker speaker\_1: Eugene Roxanos.

Speaker speaker\_0: Thank you. Can you please verify your address and your date of birth?

Speaker speaker\_1: 463 Wood Cave, 11-15-821.

Speaker speaker\_0: I need the rest of the address. I need the city, state and zip code as well.

Speaker speaker\_1: Jackson, Tennessee 38305.

Speaker speaker\_0: Thank you. I have a phone number on file for you. It's 731-224-3531. Is that correct?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay, let's see here.

Speaker speaker\_2: Your state, right?

Speaker speaker\_0: Bear with me just one moment.

Speaker speaker\_2: Oh, \*\*\*\*\* you. Good morning. You know what-

Speaker speaker\_0: Okay, so it looks like the reason that we were trying to get in contact with you was because, um, we, uh, looks like we had received information that you wanted to enroll in the insurance and one of your, one of your dependents you had listed was a spouse, but you only, but you only selected that you wanted yourself and the children covered. So, we were trying to verify if it was just you and the children to be covered or if it was you and the entire family.

Speaker speaker\_1: It's going to be just me.

Speaker speaker\_0: Just you? No, no dependents at all?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: All right, then that, that's all we were trying to verify, sir.

Speaker speaker\_1: Yeah. Okay.

Speaker speaker\_0: All right. Was there anything else I could help you with?

Speaker speaker\_1: No.

Speaker speaker\_0: All right.