

Transcript: Chris Sofield

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Full Transcript

Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Uh, my name is Cory Jackson and I got a call earlier in regards to my, um, enrollment saying whether I meant to, um, include my children or not. And I wanted to, um, make sure I, um, let y'all know that I wanted employee plus spouse only for the coverage. Okay. Okay. Let me pull your file up and make sure that we get that done for you. Um, what staffing company are you with? It's MAU. All right. And the last four of your Social? 6712. Okay. Hi, Mr. Jackson. Could you verify your address and your date of birth for me? Um, my address is 215 Rosewalk Drive, Covington, Georgia 30016. My birthday is October 22nd, 1976. Thank you. Phone on file of 353-4090. Is that correct? Correct. All right. Um, let's see here. Okay. Yeah. So, uh, yeah, we did try to get in contact with you because the, uh, enrollment form you filled out, you did give us, uh, child dependent information. So, we were just trying to verify if they were supposed to be on the policy or not. Um, but yeah, we'll go ahead and make sure that it's set up for employee and spouse only. Anything else? No. That should, that should do it. I just w- wanted to make sure I cleared that up so I had the right type of coverage coming to my benefit card or whatever. All right then. Well, if that's everything, thanks again for calling and have a wonderful day. You as well. Thank you. You're welcome. Bye now. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Chris. How can I help you today?

Speaker speaker_1: Uh, my name is Cory Jackson and I got a call earlier in regards to my, um, enrollment saying whether I meant to, um, include my children or not. And I wanted to, um, make sure I, um, let y'all know that I wanted employee plus spouse only for the coverage.

Speaker speaker_0: Okay. Okay. Let me pull your file up and make sure that we get that done for you. Um, what staffing company are you with?

Speaker speaker_1: It's MAU.

Speaker speaker_0: All right. And the last four of your Social?

Speaker speaker_1: 6712.

Speaker speaker_0: Okay. Hi, Mr. Jackson. Could you verify your address and your date of birth for me?

Speaker speaker_1: Um, my address is 215 Rosewalk Drive, Covington, Georgia 30016. My birthday is October 22nd, 1976.

Speaker speaker_0: Thank you. Phone on file of 353-4090. Is that correct?

Speaker speaker_1: Correct.

Speaker speaker_0: All right. Um, let's see here. Okay. Yeah. So, uh, yeah, we did try to get in contact with you because the, uh, enrollment form you filled out, you did give us, uh, child dependent information. So, we were just trying to verify if they were supposed to be on the policy or not. Um, but yeah, we'll go ahead and make sure that it's set up for employee and spouse only. Anything else?

Speaker speaker_1: No. That should, that should do it. I just w- wanted to make sure I cleared that up so I had the right type of coverage coming to my benefit card or whatever.

Speaker speaker_0: All right then. Well, if that's everything, thanks again for calling and have a wonderful day.

Speaker speaker_1: You as well. Thank you.

Speaker speaker_0: You're welcome. Bye now.

Speaker speaker_1: Bye.