

## **Transcript: Chris Sofield**

**(deactivated)-5479759390228480-6506644932968448**

### **Full Transcript**

Call 1 Benefits on a card. This is Chris. How can I help you today? Hi, my, um, my HR lady told me if I wanted to add my son as a dependent to call this number. Okay. Uh, adding him as a dependent on your insurance policies? Yes. Um- Okay. ... when I sat down and did the paperwork with her, I didn't have my social... his social security number on me. Okay, that's fine. But I do now. Okay. Uh, what, what staffing company do you work with? Um, Ruskins or, uh... Gosh, what is it? Johnson Controls? Okay, but do you have that job through a staffing company? Or are you a direct- Oh. ... hire? What do you mean by a staffing company? We partner with, uh... We partner with employees of staffing companies or temporary agencies to offer their temp employees benefits. If you're a direct hire with wherever you're working, then we can't help you. And I'm not sure why- Oh, I get- ... you were given this number. Oh. Here, let me call you back. I'll go talk to Emily real quick. Y- E- Just... Uh, the easiest way to, to answer this question, are you a temp or not? I am not a temp. Then no, we cannot help you. Y- Uh, they gave you the wrong number entirely. Okay. All right. Thank you. You're welcome. Thanks for calling and have a good day. Thanks. Thanks.

### **Conversation Format**

Speaker speaker\_0: Call 1 Benefits on a card. This is Chris. How can I help you today?

Speaker speaker\_1: Hi, my, um, my HR lady told me if I wanted to add my son as a dependent to call this number.

Speaker speaker\_0: Okay. Uh, adding him as a dependent on your insurance policies?

Speaker speaker\_1: Yes. Um-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... when I sat down and did the paperwork with her, I didn't have my social... his social security number on me.

Speaker speaker\_0: Okay, that's fine.

Speaker speaker\_1: But I do now.

Speaker speaker\_0: Okay. Uh, what, what staffing company do you work with?

Speaker speaker\_1: Um, Ruskins or, uh... Gosh, what is it? Johnson Controls?

Speaker speaker\_0: Okay, but do you have that job through a staffing company? Or are you a direct-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... hire?

Speaker speaker\_1: What do you mean by a staffing company?

Speaker speaker\_0: We partner with, uh... We partner with employees of staffing companies or temporary agencies to offer their temp employees benefits. If you're a direct hire with wherever you're working, then we can't help you. And I'm not sure why-

Speaker speaker\_1: Oh, I get-

Speaker speaker\_0: ... you were given this number.

Speaker speaker\_1: Oh. Here, let me call you back. I'll go talk to Emily real quick.

Speaker speaker\_0: Y- E- Just... Uh, the easiest way to, to answer this question, are you a temp or not?

Speaker speaker\_1: I am not a temp.

Speaker speaker\_0: Then no, we cannot help you. Y- Uh, they gave you the wrong number entirely.

Speaker speaker\_1: Okay. All right. Thank you.

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

Speaker speaker\_1: Thanks. Thanks.