

Transcript: Chris Sofield

(deactivated)-5728268861358080-5743359765823488

Full Transcript

Your call is being monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Chris. How can I help you today? Hey, I was calling just to hear if my benefits still ongoing with y'all, with Resource Company? Um, yeah, un- unless you've called us to cancel or you've had, like, a substantial, like, break between assignments, as long as you're seeing- Mm-hmm. ... deductions still coming out of your checks, then it should definitely still be active. But I can, I can always check for you. What's the last four of your Social? 4511. And your first and last name? What is it? Dijon McClendon. Thank you. Mr.- What? ... could you provide your address and your date of birth for me? Hello. What he's asking for, he got the email, uh, about open enrollment, and he wants to know if he has to go into something to re-enroll or would it automatically continue without him doing anything? Oh, no, it'll, it'll automatically roll over unless you call to specifically make any changes or cancel or anything. If you don't want to make any changes, then you can, you can just leave it alone and it'll roll over as, as always. Okay, thank you. Uh, yeah, I do want to leave it alone. All right, then. Anything else? No, sir. All right. Thanks for calling and you have a wonderful day. You, too.

Conversation Format

Speaker speaker_0: Your call is being monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits and a Card. This is Chris. How can I help you today?

Speaker speaker_2: Hey, I was calling just to hear if my benefits still ongoing with y'all, with Resource Company?

Speaker speaker_1: Um, yeah, un- unless you've called us to cancel or you've had, like, a substantial, like, break between assignments, as long as you're seeing-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... deductions still coming out of your checks, then it should definitely still be active. But I can, I can always check for you. What's the last four of your Social?

Speaker speaker_2: 4511.

Speaker speaker_1: And your first and last name?

Speaker speaker_3: What is it?

Speaker speaker_2: Dijon McClendon.

Speaker speaker_1: Thank you. Mr.-

Speaker speaker_3: What?

Speaker speaker_1: ... could you provide your address and your date of birth for me?

Speaker speaker_3: Hello. What he's asking for, he got the email, uh, about open enrollment, and he wants to know if he has to go into something to re-enroll or would it automatically continue without him doing anything?

Speaker speaker_1: Oh, no, it'll, it'll automatically roll over unless you call to specifically make any changes or cancel or anything. If you don't want to make any changes, then you can, you can just leave it alone and it'll roll over as, as always.

Speaker speaker_2: Okay, thank you. Uh, yeah, I do want to leave it alone.

Speaker speaker_1: All right, then. Anything else?

Speaker speaker_2: No, sir.

Speaker speaker_1: All right. Thanks for calling and you have a wonderful day.

Speaker speaker_2: You, too.