

## **Transcript: Chris Sofield**

**(deactivated)-5854917534105600-4899303825817600**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Hi, Chris. She hung up on me. I'm sorry? She hung up on me. Okay. Um, I do apologize for that. Uh, we, we can definitely, uh, determine like what exactly happened with that. Um, but was there anything I could help you with? Yes. Um, I needed to speak with her to find out why my insulin is covered but my test strips are not. And my- Okay. Were you- ... strips and- Were you transferred to someone else, uh, from us? Yes. Yes, and she hung up on me. Okay. Who, who were you transferred to? Maybe I can get you back over there. I have no idea. He basically told me to hold on and that he would transfer me. Okay. Let me... All right. Let me see what, like where you were supposed to be transferred to. What, uh, what staffing company do you work with? Time Staffing. Time Staffing. Okay. And last four- And- ... of your social? 8740. All right. Your first and last name? Susan Stromire. All right. Ms. Stromire, could- Yes, they speak to me because I was working till 3:00 in the fucking morning, third shift. Oh. Ms. Stromire, can you verify your address and date of birth, please? 90 Maple Street, Lexington, Ohio, 44904. And are... Hold on one second. Hold on. Your date of birth? July 4th, 1972. Thank you. Okay. Let's see where you were being transferred to. Okay. Looks like you were being transferred over to 90 Degree Benefits. Um, I'll go ahead and give you their phone number. That way, if a disconnect happens again, you can reach back out to them directly and then I'll transfer you back over to them. Uh, let me know when you're ready. All right. Hold on. And this is insurance, so hold on. H-I-A. There we go. And it's called 90... 90 Degree Benefits. And the phone number? Their phone number is 800- Mm-hmm. ... 833- Mm-hmm. ... 4296. And when you call that number, press option one to speak with their customer service team. Okay. Thank you. All right. No problem. And I'll go ahead and transfer you back on over to them. Please hold. Thank you. Mm-hmm.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits on a Card. This is Chris. How can I help you today?

Speaker speaker\_2: Hi, Chris. She hung up on me.

Speaker speaker\_1: I'm sorry?

Speaker speaker\_2: She hung up on me.

Speaker speaker\_1: Okay. Um, I do apologize for that. Uh, we, we can definitely, uh, determine like what exactly happened with that. Um, but was there anything I could help you with?

Speaker speaker\_2: Yes. Um, I needed to speak with her to find out why my insulin is covered but my test strips are not. And my-

Speaker speaker\_1: Okay. Were you-

Speaker speaker\_2: ... strips and-

Speaker speaker\_1: Were you transferred to someone else, uh, from us?

Speaker speaker\_2: Yes. Yes, and she hung up on me.

Speaker speaker\_1: Okay. Who, who were you transferred to? Maybe I can get you back over there.

Speaker speaker\_2: I have no idea. He basically told me to hold on and that he would transfer me.

Speaker speaker\_1: Okay. Let me... All right. Let me see what, like where you were supposed to be transferred to. What, uh, what staffing company do you work with?

Speaker speaker\_2: Time Staffing.

Speaker speaker\_1: Time Staffing. Okay. And last four-

Speaker speaker\_2: And-

Speaker speaker\_1: ... of your social?

Speaker speaker\_2: 8740.

Speaker speaker\_1: All right. Your first and last name?

Speaker speaker\_2: Susan Stromire.

Speaker speaker\_1: All right. Ms. Stromire, could-

Speaker speaker\_2: Yes, they speak to me because I was working till 3:00 in the fucking morning, third shift.

Speaker speaker\_1: Oh. Ms. Stromire, can you verify your address and date of birth, please?

Speaker speaker\_2: 90 Maple Street, Lexington, Ohio, 44904.

Speaker speaker\_1: And are... Hold on one second. Hold on. Your date of birth?

Speaker speaker\_2: July 4th, 1972.

Speaker speaker\_1: Thank you. Okay. Let's see where you were being transferred to. Okay. Looks like you were being transferred over to 90 Degree Benefits. Um, I'll go ahead and give you their phone number. That way, if a disconnect happens again, you can reach back out to

them directly and then I'll transfer you back over to them. Uh, let me know when you're ready.

Speaker speaker\_2: All right. Hold on. And this is insurance, so hold on. H-I-A. There we go. And it's called 90...

Speaker speaker\_1: 90 Degree Benefits.

Speaker speaker\_2: And the phone number?

Speaker speaker\_1: Their phone number is 800-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... 833-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... 4296. And when you call that number, press option one to speak with their customer service team.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: All right. No problem. And I'll go ahead and transfer you back on over to them. Please hold.

Speaker speaker\_2: Thank you.

Speaker speaker\_1: Mm-hmm.