

## **Transcript: Chris Sofield**

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### **Full Transcript**

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hello. My name's Maria Hernandez, and I was calling to see if I can get, um, dental insurance. Okay. What staffing company do you work with? Um, MAU. And the last four of your Social? Uh, six, seven, four, eight. Thank you. Okay, there we go. Ms. Hernandez, could you verify your address and date of birth for me? Um, my address... Give me a minute. My address is 357 Apartment 108 Hillendale Road, Greenville, South Carolina 29609. Okay, and your date of birth? And my date of birth is 10/3/80. Thank you. We have a phone number on file for you at 772-321-9046. Is that correct? Yes, that's correct. Okay. And then, we have the email on file. It's carmelreal1980 at gmail.com? Yes. Okay. Um, I do have a question for you. I see here, it looks like our system has your name down as Maria Carmel Hernandez. Yes. Is that correct? Or is Hernan-... Is, uh... Like, is that your full last name or is it just Hernandez? It's Maria Del Carmel Hernandez. Okay, so Del Carmel Hernandez is the full last name? Yes. Okay. Yes. We were miss-... We were missing the Del part in the, uh, last name. Yeah. Yeah. My- I just wanted to- My middle name is Maria. It's my first name, Maria, middle name's Del Carmel, and the last name is Hernandez. Ah. Okay. Okay, so part of your middle name got put into the last name, then. So I'll correct that. Oh, okay. All right. Okay. All right, um, it looks like you're already enrolled into dental, um, along with the Stay Healthy Policy. Oh, okay. We're just currently waiting on MAU to start taking deductions. Okay. Once that happens, your policy should be effective the following Monday- How much is- ... with... Go ahead. Sorry, go ahead. How much is the deduction on the dental? Uh, dental by itself is \$3.51 per week. Okay, and what about, um... Did I get the health too, or no? Uh, you enrolled into the Stay Healthy Preventative Care Plan for \$9.46 a week. So total between these two is, um, \$12.97. Okay, sounds good. Thank you so much. Oh, no problem. Was there anything else? Uh, no, that's it. All right, thanks for calling and have a wonderful day. You too. Bye-bye. Bye now.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker\_1: Hello. My name's Maria Hernandez, and I was calling to see if I can get, um, dental insurance.

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

Speaker speaker\_1: Um, MAU.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: Uh, six, seven, four, eight.

Speaker speaker\_0: Thank you. Okay, there we go. Ms. Hernandez, could you verify your address and date of birth for me?

Speaker speaker\_1: Um, my address... Give me a minute. My address is 357 Apartment 108 Hillendale Road, Greenville, South Carolina 29609.

Speaker speaker\_0: Okay, and your date of birth?

Speaker speaker\_1: And my date of birth is 10/3/80.

Speaker speaker\_0: Thank you. We have a phone number on file for you at 772-321-9046. Is that correct?

Speaker speaker\_1: Yes, that's correct.

Speaker speaker\_0: Okay. And then, we have the email on file. It's carmelreal1980 at gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Um, I do have a question for you. I see here, it looks like our system has your name down as Maria Carmel Hernandez.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Is that correct? Or is Hernan-... Is, uh... Like, is that your full last name or is it just Hernandez?

Speaker speaker\_1: It's Maria Del Carmel Hernandez.

Speaker speaker\_0: Okay, so Del Carmel Hernandez is the full last name?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Yes.

Speaker speaker\_0: We were miss-... We were missing the Del part in the, uh, last name.

Speaker speaker\_1: Yeah. Yeah. My-

Speaker speaker\_0: I just wanted to-

Speaker speaker\_1: My middle name is Maria. It's my first name, Maria, middle name's Del Carmel, and the last name is Hernandez.

Speaker speaker\_0: Ah. Okay. Okay, so part of your middle name got put into the last name, then. So I'll correct that.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: All right. Okay. All right, um, it looks like you're already enrolled into dental, um, along with the Stay Healthy Policy.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: We're just currently waiting on MAU to start taking deductions.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Once that happens, your policy should be effective the following Monday-

Speaker speaker\_1: How much is-

Speaker speaker\_0: ... with... Go ahead. Sorry, go ahead.

Speaker speaker\_1: How much is the deduction on the dental?

Speaker speaker\_0: Uh, dental by itself is \$3.51 per week.

Speaker speaker\_1: Okay, and what about, um... Did I get the health too, or no?

Speaker speaker\_0: Uh, you enrolled into the Stay Healthy Preventative Care Plan for \$9.46 a week. So total between these two is, um, \$12.97.

Speaker speaker\_1: Okay, sounds good. Thank you so much.

Speaker speaker\_0: Oh, no problem. Was there anything else?

Speaker speaker\_1: Uh, no, that's it.

Speaker speaker\_0: All right, thanks for calling and have a wonderful day.

Speaker speaker\_1: You too. Bye-bye.

Speaker speaker\_0: Bye now.