

## **Transcript: Chris Sofield**

**(deactivated)-6021862670778368-6006099335495680**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hey, Chris. How's your day going? It's going all right, sir. And yourself? Oh, it's good to hear. I'm chilling. I'm, uh, at the doctor's office right now, and I never ended up getting my insurance card, so I was just calling to see if maybe I could ask for some information so I can fill out this, uh, registration they want me to. Yeah. Uh, what staffing company do you work with? Uh, Solutions Staffing. Solutions Staffing? One second. Um... No, Surge. Surge. Why the fuck did I say Solutions Staffing? Surge Staffing, sorry. You're fine. And the last four of your social? Uh, 7694. Sorry. You're fine. All right. And your first and last name? Uh, Craig Gilmore. Thank you. Mm-hmm. All right. Mr. Gilmore, could you verify your address and date of birth, please? Yeah. Mm-hmm. The address is 211 Wilson Street, Newark, Ohio. And the date of birth is October 25th, 1996. Thank you. And- Mm-hmm. ... phone number on file, we have a 740-281-6484. Is that correct? Yes, sir. And email on file, GRyan2229@gmail.com? Mm-hmm. All right. Okay. What I should be able to do for you, Mr. Gilmore, I can actually send a copy of the ID card directly to that email address, so you can go ahead- Yeah. ... and have that information available. And is it, uh, Benefits in a Card or 90 Degree Ben- or 90 Degree Benefits? 90 Degree Benefits is the, uh- Oh. ... insurance company. 90... All right. All right. Well, that sounds good to me. All right. This email is coming from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. Might have gotten filtered there. Okay? Okay. Well, I appreciate it. Thank you. No problem. Anything else? Nope. You've been amazing help. Have a great day. You as well. Thanks for calling. Bye now. Yep. Bye-bye.

### **Conversation Format**

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

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

Speaker speaker\_2: Hey, Chris. How's your day going?

Speaker speaker\_1: It's going all right, sir. And yourself?

Speaker speaker\_2: Oh, it's good to hear. I'm chilling. I'm, uh, at the doctor's office right now, and I never ended up getting my insurance card, so I was just calling to see if maybe I could ask for some information so I can fill out this, uh, registration they want me to.

Speaker speaker\_1: Yeah. Uh, what staffing company do you work with?

Speaker speaker\_2: Uh, Solutions Staffing.

Speaker speaker\_1: Solutions Staffing?

Speaker speaker\_2: One second. Um... No, Surge. Surge. Why the fuck did I say Solutions Staffing? Surge Staffing, sorry.

Speaker speaker\_1: You're fine. And the last four of your social?

Speaker speaker\_2: Uh, 7694. Sorry.

Speaker speaker\_1: You're fine. All right. And your first and last name?

Speaker speaker\_2: Uh, Craig Gilmore.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: All right. Mr. Gilmore, could you verify your address and date of birth, please?

Speaker speaker\_2: Yeah. Mm-hmm. The address is 211 Wilson Street, Newark, Ohio. And the date of birth is October 25th, 1996.

Speaker speaker\_1: Thank you. And-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... phone number on file, we have a 740-281-6484. Is that correct?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: And email on file, GRyan2229@gmail.com?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: All right. Okay. What I should be able to do for you, Mr. Gilmore, I can actually send a copy of the ID card directly to that email address, so you can go ahead-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... and have that information available.

Speaker speaker\_2: And is it, uh, Benefits in a Card or 90 Degree Ben- or 90 Degree Benefits?

Speaker speaker\_1: 90 Degree Benefits is the, uh-

Speaker speaker\_2: Oh.

Speaker speaker\_1: ... insurance company.

Speaker speaker\_2: 90...

Speaker speaker\_1: All right.

Speaker speaker\_2: All right. Well, that sounds good to me.

Speaker speaker\_1: All right. This email is coming from [info@benefitsinacard.com](mailto:info@benefitsinacard.com). If you don't see this in your inbox, just check your spam folder. Might have gotten filtered there. Okay?

Speaker speaker\_2: Okay. Well, I appreciate it. Thank you.

Speaker speaker\_1: No problem. Anything else?

Speaker speaker\_2: Nope. You've been amazing help. Have a great day.

Speaker speaker\_1: You as well. Thanks for calling. Bye now.

Speaker speaker\_2: Yep. Bye-bye.