

## **Transcript: Chris Sofield**

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### **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? Uh, yes, sir. I need to add to my benefits. Okay. What staffing company do you work with? Uh, Hamilton Riker. And the last four of your Social? 9565. All right. Your first and last name? Timothy Fang. All right, Mr. Fang. Could you verify your address and date of birth for me? 34 3rd Avenue, uh, Blue Springs, Mississippi and, uh, 9/15/92. Thank you. Phone number file we have is 695-3790. Is that correct? Yes, sir. All right. Okay. Our show, it looks like you currently have the VIP Classic Dental and Vision and Free Rx policies. What were you looking to add? Okay. So I do have the dental and the health, right? Yes. You have medical, dental, vision and Free Rx. Okay. All right. Well, I thought I just got the, the vision. Oh. All right, then. Well, thank you, sir. You have a good one. You as well. Thanks for calling. Bye now.

### **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: Uh, yes, sir. I need to add to my benefits.

Speaker speaker\_1: Okay. What staffing company do you work with?

Speaker speaker\_2: Uh, Hamilton Riker.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: 9565.

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

Speaker speaker\_2: Timothy Fang.

Speaker speaker\_1: All right, Mr. Fang. Could you verify your address and date of birth for me?

Speaker speaker\_2: 34 3rd Avenue, uh, Blue Springs, Mississippi and, uh, 9/15/92.

Speaker speaker\_1: Thank you. Phone number file we have is 695-3790. Is that correct?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: All right. Okay. Our show, it looks like you currently have the VIP Classic Dental and Vision and Free Rx policies. What were you looking to add?

Speaker speaker\_2: Okay. So I do have the dental and the health, right?

Speaker speaker\_1: Yes. You have medical, dental, vision and Free Rx.

Speaker speaker\_2: Okay. All right. Well, I thought I just got the, the vision. Oh.

Speaker speaker\_1: All right, then.

Speaker speaker\_2: Well, thank you, sir. You have a good one.

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