

## **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 in a Card. This is Chris. How can I help you today? Oh, hi. I was calling about the benefits from, from Partners Personnel. Okay. Uh, what's the last four of your social? It's, uh, 6772. And your first and last name? Mm, Jerry Garcia. All right. Mr. Garcia, could you verify your address and your date of birth for me please? Uh, my address is, uh, uh, Hemlock 233400. Or 22380 Hemlock Avenue. A- and the rest of it? The city, state and zip? Uh, it's... Um, we're in the valley. Uh, the zip code is, uh, 2592557. And what state is that in, sir? Uh, California. Thank you. And then your date of birth. Um, August 5th, 2004. Thank you. We have a phone on file for you at 909-368-5036. Is that correct? Yes. Okay. And you said you were looking to enroll in insurance benefits? Uh, yeah. What are the benefits? Uh, we're the plan administrator for like the health insurance benefits for Partners Personnel, so like medical, dental, vision, things like that. Oh, okay. Um, did you have any sort of idea of what kind of insurance you wanted from them? Uh, no. Um, maybe I shouldn't apply for it now. So, you don't want to apply for insurance benefits? Uh, no. I'm... Yeah, no. All right. Have a good day, sir. Uh, yeah.

### **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: Oh, hi. I was calling about the benefits from, from Partners Personnel.

Speaker speaker\_1: Okay. Uh, what's the last four of your social?

Speaker speaker\_2: It's, uh, 6772.

Speaker speaker\_1: And your first and last name?

Speaker speaker\_2: Mm, Jerry Garcia.

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

Speaker speaker\_2: Uh, my address is, uh, uh, Hemlock 233400. Or 22380 Hemlock Avenue.

Speaker speaker\_1: A- and the rest of it? The city, state and zip?

Speaker speaker\_2: Uh, it's... Um, we're in the valley. Uh, the zip code is, uh, 2592557.

Speaker speaker\_1: And what state is that in, sir?

Speaker speaker\_2: Uh, California.

Speaker speaker\_1: Thank you. And then your date of birth.

Speaker speaker\_2: Um, August 5th, 2004.

Speaker speaker\_1: Thank you. We have a phone on file for you at 909-368-5036. Is that correct?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. And you said you were looking to enroll in insurance benefits?

Speaker speaker\_2: Uh, yeah. What are the benefits?

Speaker speaker\_1: Uh, we're the plan administrator for like the health insurance benefits for Partners Personnel, so like medical, dental, vision, things like that.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: Um, did you have any sort of idea of what kind of insurance you wanted from them?

Speaker speaker\_2: Uh, no. Um, maybe I shouldn't apply for it now.

Speaker speaker\_1: So, you don't want to apply for insurance benefits?

Speaker speaker\_2: Uh, no. I'm... Yeah, no.

Speaker speaker\_1: All right. Have a good day, sir.

Speaker speaker\_2: Uh, yeah.