

## **Transcript: Chris Sofield**

**(deactivated)-6134080312754176-6350919034781696**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Nah. I thought that meant something older. Thank you for calling Medical 200. This is Chris. How can I help you today? Oh, right, I had a missed call. Okay. Was there any sort of voice message left or anything like that? I hadn't even checked. I went straight to the call, uh. Okay. Well, um, we're a plan administrator for health insurance benefits for staffing companies. If we were reaching out, uh, if we were reaching out to you, that's what it would be about. Uh, do you work with a staffing company, sir? Yes, I do. Okay. What's the name of that staffing company? Uh, WorkSource. WorkSource. Okay. Mm-hmm. And then, um, what's the last four of your Social so I can locate your file? 7643. Thank you. Your first and last name? Christopher Lawson. Thank you, Mr. Lawson. Could you verify your address and date of birth for me? Uh, 120 Foxwine Place, Lowell, Arkansas 72745 and 03/21/91. Okay. Phone number file is 870-370-5972. Is that correct? Yes, sir. All right. Let's see here. Okay. So, I don't see here that anyone accessed your file today. Um, however, I do know that what, what it may have been is it may have been an automated reminder advising that WorkSource's open enrollment window ends soon. It ends this Friday on the 10th. Um, so if you were looking to make any changes to any enrollment, then, uh, that would be the... That would be your deadline to do so. Oh, okay. Could... While I have you on the phone, though, could you tell me, like, about my benefits or...? Yeah. I'm showing, it looks like you're currently enrolled into the VIP Classic Medical Policy along with term life and then you also have vision as WorkSource au-... Uh, WorkSource just automatically pays for that for anyone who's enrolled in anything else. Oh, okay. Okay. All right. All right. Anything else? Yeah. That'll be all. I was just asking. All right, Bill. Thank you. If that's everything, no problem. Thanks for calling and have a wonderful day.

### **Conversation Format**

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

Speaker speaker\_1: Nah. I thought that meant something older.

Speaker speaker\_2: Thank you for calling Medical 200. This is Chris. How can I help you today?

Speaker speaker\_1: Oh, right, I had a missed call.

Speaker speaker\_2: Okay. Was there any sort of voice message left or anything like that?

Speaker speaker\_1: I hadn't even checked. I went straight to the call, uh.

Speaker speaker\_2: Okay. Well, um, we're a plan administrator for health insurance benefits for staffing companies. If we were reaching out, uh, if we were reaching out to you, that's what it would be about. Uh, do you work with a staffing company, sir?

Speaker speaker\_1: Yes, I do.

Speaker speaker\_2: Okay. What's the name of that staffing company?

Speaker speaker\_1: Uh, WorkSource.

Speaker speaker\_2: WorkSource. Okay.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: And then, um, what's the last four of your Social so I can locate your file?

Speaker speaker\_1: 7643.

Speaker speaker\_2: Thank you. Your first and last name?

Speaker speaker\_1: Christopher Lawson.

Speaker speaker\_2: Thank you, Mr. Lawson. Could you verify your address and date of birth for me?

Speaker speaker\_1: Uh, 120 Foxwine Place, Lowell, Arkansas 72745 and 03/21/91.

Speaker speaker\_2: Okay. Phone number file is 870-370-5972. Is that correct?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: All right. Let's see here. Okay. So, I don't see here that anyone accessed your file today. Um, however, I do know that what, what it may have been is it may have been an automated reminder advising that WorkSource's open enrollment window ends soon. It ends this Friday on the 10th. Um, so if you were looking to make any changes to any enrollment, then, uh, that would be the... That would be your deadline to do so.

Speaker speaker\_1: Oh, okay. Could... While I have you on the phone, though, could you tell me, like, about my benefits or...?

Speaker speaker\_2: Yeah. I'm showing, it looks like you're currently enrolled into the VIP Classic Medical Policy along with term life and then you also have vision as WorkSource au-... Uh, WorkSource just automatically pays for that for anyone who's enrolled in anything else.

Speaker speaker\_1: Oh, okay. Okay.

Speaker speaker\_2: All right. All right. Anything else?

Speaker speaker\_1: Yeah. That'll be all. I was just asking.

Speaker speaker\_2: All right, Bill.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: If that's everything, no problem. Thanks for calling and have a wonderful day.