

Transcript: Chris Sofield

(deactivated)-6163160985288704-4532644313874432

Full Transcript

Thank you for calling Benefits on a Card, this is Chris. How can I help you today? Hi, Chris. I was calling, um, to see if I was enrolled with insurance with you guys? Okay, what staff and company do you work with? Um, I was working for Workforce... Focus Works, Workforce Management, I think. Okay. And the last four of your social? 9474. And your first and last name? Hope, H-O-P-E. Garner, G-A-R-N-E-R. Thank you, Miss Garner. Could you verify your address and date of birth, please? Um, my date of birth is April 17th, 1996. And I think I put my mom's address, so 3820 Pinedale Drive, Huntsville, Alabama 35805. Mm, that's not the one that we have on file. Okay, so it's 1620 Wadsworth Street, Unit C, Decatur, Alabama 35601. All right, thank you. Now, we have a phone number on file for you, 256-441-2349. Is that correct? Mm-hmm. All right. And, uh, no, ma'am, I'm not showing that you're currently enrolled into anything. Okay. I was just trying to make sure because I- I'm not working with them anymore but I did receive something in the mail, so I was trying to double-check. All right, ma'am, um, yeah, but at this time you're not currently enrolled into anything. And if you're not working with Focus, then it really wouldn't be, wouldn't really be anything to worry about because you're... yeah, there's nothing going on at that point. Okay. Thank you, that's all I needed to know. All right, anything else? Mm-mm. That's it. All right, thanks again for calling and have a wonderful day. You too. All right, bye now. Sorry. Oops.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card, this is Chris. How can I help you today?

Speaker speaker_1: Hi, Chris. I was calling, um, to see if I was enrolled with insurance with you guys?

Speaker speaker_0: Okay, what staff and company do you work with?

Speaker speaker_1: Um, I was working for Workforce... Focus Works, Workforce Management, I think.

Speaker speaker_0: Okay. And the last four of your social?

Speaker speaker_1: 9474.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Hope, H-O-P-E. Garner, G-A-R-N-E-R.

Speaker speaker_0: Thank you, Miss Garner. Could you verify your address and date of birth, please?

Speaker speaker_1: Um, my date of birth is April 17th, 1996. And I think I put my mom's address, so 3820 Pinedale Drive, Huntsville, Alabama 35805.

Speaker speaker_0: Mm, that's not the one that we have on file.

Speaker speaker_1: Okay, so it's 1620 Wadsworth Street, Unit C, Decatur, Alabama 35601.

Speaker speaker_0: All right, thank you. Now, we have a phone number on file for you, 256-441-2349. Is that correct?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: All right. And, uh, no, ma'am, I'm not showing that you're currently enrolled into anything.

Speaker speaker_1: Okay. I was just trying to make sure because I- I'm not working with them anymore but I did receive something in the mail, so I was trying to double-check.

Speaker speaker_0: All right, ma'am, um, yeah, but at this time you're not currently enrolled into anything. And if you're not working with Focus, then it really wouldn't be, wouldn't really be anything to worry about because you're... yeah, there's nothing going on at that point.

Speaker speaker_1: Okay. Thank you, that's all I needed to know.

Speaker speaker_0: All right, anything else?

Speaker speaker_1: Mm-mm. That's it.

Speaker speaker_0: All right, thanks again for calling and have a wonderful day.

Speaker speaker_1: You too.

Speaker speaker_0: All right, bye now. Sorry. Oops.