

## **Transcript: Chris Sofield (deactivated)-6204644774952960-6090661946507264**

### **Full Transcript**

Thank you for calling Benefits on a Card, this is Chris. How can I help you today? Hi, my name is Pam Cabot. I received an email a while ago about, uh, renewing m-my benefits. But when I clicked on the link, the link wasn't available. So I just wanted to confirm that I still have my benefits? Okay. What staffing company do you work with? Oxford. And the last four of your Social? 2440. Thank you. All right. Could you verify your address and date of birth, please? Uh, 4061 Peppertree Ln, San Jose, California 95127. Date of birth, August 7th, 1964. All right. Phone on file of 408-608-8956? Yep. All right. One moment. Okay. Yeah, I'm showing you do still have coverage. Um, looks like just w-with, uh, with no action taken, your coverage just rolls over to the new year. Okay. That's great. All right. Anything else? Nope, that's it. Thank you. All right. You're welcome. Thanks for calling and have a good day. You too. Bye-bye. Goodbye now.

### **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, my name is Pam Cabot. I received an email a while ago about, uh, renewing m-my benefits. But when I clicked on the link, the link wasn't available. So I just wanted to confirm that I still have my benefits?

Speaker speaker\_0: Okay. What staffing company do you work with?

Speaker speaker\_1: Oxford.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: 2440.

Speaker speaker\_0: Thank you. All right. Could you verify your address and date of birth, please?

Speaker speaker\_1: Uh, 4061 Peppertree Ln, San Jose, California 95127. Date of birth, August 7th, 1964.

Speaker speaker\_0: All right. Phone on file of 408-608-8956?

Speaker speaker\_1: Yep.

Speaker speaker\_0: All right. One moment. Okay. Yeah, I'm showing you do still have coverage. Um, looks like just w-with, uh, with no action taken, your coverage just rolls over to the new year.

Speaker speaker\_1: Okay. That's great.

Speaker speaker\_0: All right. Anything else?

Speaker speaker\_1: Nope, that's it. Thank you.

Speaker speaker\_0: All right. You're welcome. Thanks for calling and have a good day.

Speaker speaker\_1: You too. Bye-bye.

Speaker speaker\_0: Goodbye now.