

## **Transcript: Chris Sofield**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Can I speak with Vincent Gunn? Yes. How you doing? I'm doing well, Mr. Gunn. How about yourself? I'm good. That's good to hear. Um, before we continue, this call is being recorded for quality assurance and training purposes. My name is Chris. I'm with Benefits and a Card, calling on behalf of Focus Workforce Management. Uh- Okay. ... I'm calling regarding a, uh, health insurance that y-... uh, enrollment that you recently submitted when you signed up to work for them. Yes. Um, you had selected that you wanted your insurance for you and your child or children, uh, but we're missing the dependent information to add them onto the policy properly, so I was calling to see if I could get that from you. Uh, I was actually gonna, uh, like, give them the information, like, just as soon as I got back out to the office. But like, I just... I haven't got in contact with, uh, his mother. So, I'm just- Okay. Yeah. So once I get in contact with her, like, I'll put that down on my information. Okay. Um, do you... Do you at least know, or do you at least have his first and last name and his date of birth? Yes. Okay. I can enter him with just that information, and you can always give us a call back with his social whenever you have that. Uh, what's his name? Okay. Uh, Bahmir Gunn. B-A-H-M-I-R G-U-N-N. Okay. And what's his date of birth? Uh, 08/24/16. All right. Thank you. That's, that's the minimum I needed to be able to get the, to get this added on properly. Like I said- Okay. ... just give us a call back with his social whenever you have it. We're here Monday through Friday, 8:00 AM to 8:00 PM Eastern. Just give us a call back at the same number that I'm calling from, and we should be able to help out with that. Okay. Thank you for this. All right. You're welcome. Thanks for taking the time to speak with me, sir. You have a wonderful day. You too. Bye now. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Hi, good afternoon. Can I speak with Vincent Gunn?

Speaker speaker\_2: Yes. How you doing?

Speaker speaker\_1: I'm doing well, Mr. Gunn. How about yourself?

Speaker speaker\_2: I'm good.

Speaker speaker\_1: That's good to hear. Um, before we continue, this call is being recorded for quality assurance and training purposes. My name is Chris. I'm with Benefits and a Card,

calling on behalf of Focus Workforce Management. Uh-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... I'm calling regarding a, uh, health insurance that y-... uh, enrollment that you recently submitted when you signed up to work for them.

Speaker speaker\_2: Yes.

Speaker speaker\_1: Um, you had selected that you wanted your insurance for you and your child or children, uh, but we're missing the dependent information to add them onto the policy properly, so I was calling to see if I could get that from you.

Speaker speaker\_2: Uh, I was actually gonna, uh, like, give them the information, like, just as soon as I got back out to the office. But like, I just... I haven't got in contact with, uh, his mother. So, I'm just-

Speaker speaker\_1: Okay.

Speaker speaker\_2: Yeah. So once I get in contact with her, like, I'll put that down on my information.

Speaker speaker\_1: Okay. Um, do you... Do you at least know, or do you at least have his first and last name and his date of birth?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. I can enter him with just that information, and you can always give us a call back with his social whenever you have that. Uh, what's his name?

Speaker speaker\_2: Okay. Uh, Bahmir Gunn. B-A-H-M-I-R G-U-N-N.

Speaker speaker\_1: Okay. And what's his date of birth?

Speaker speaker\_2: Uh, 08/24/16.

Speaker speaker\_1: All right. Thank you. That's, that's the minimum I needed to be able to get the, to get this added on properly. Like I said-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... just give us a call back with his social whenever you have it. We're here Monday through Friday, 8:00 AM to 8:00 PM Eastern. Just give us a call back at the same number that I'm calling from, and we should be able to help out with that.

Speaker speaker\_2: Okay. Thank you for this.

Speaker speaker\_1: All right. You're welcome. Thanks for taking the time to speak with me, sir. You have a wonderful day.

Speaker speaker\_2: You too.

Speaker speaker\_1: Bye now.

Speaker speaker\_2: Bye-bye.