

## **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 on a Card. This is Chris. How can I help you today? Hello. Hello. My name is Ralph Templeton and I'm, um, ... want to, you know, um, check the status of my benefits to, to finally get my WorkL card. Okay. What staffing company do you work with? WorkSmart. And the last four of your Social? Seven, zero, seven, one. All right, Mr. Templeton, could you verify your address and your date of birth for me please? 19 Picardy Drive, 3005, Atlanta, 20066. Date of birth was June 23rd, 1978. Okay. And then we have a phone number on file of 559-0525. Is that correct? Yes. Okay. Let me take a look here. Do you mind holding on the line for me for just a moment? Mm-hmm. Okay. Thank you. Hi, Mr. Templeton? Hello? Hey, Mr. Templeton. Thank you for holding. I appreciate your patience. Um, I... So, I've gone ahead and looked into seeing if we have an update from your call on Monday. Um, it looks like our back office is still waiting to hear back from WorkSmart on what exactly happened with the deduction. So unfortunately, at this time, we do not have an update for you. However, as soon as we get more information, we'll give you a call back and let you know what we find out. Okay? Okay. Thank you. You're welcome. Thank you for calling and have a good day. You too.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefits on a Card. This is Chris. How can I help you today?

Speaker speaker\_2: Hello. Hello. My name is Ralph Templeton and I'm, um, ... want to, you know, um, check the status of my benefits to, to finally get my WorkL card.

Speaker speaker\_1: Okay. What staffing company do you work with?

Speaker speaker\_2: WorkSmart.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: Seven, zero, seven, one.

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

Speaker speaker\_2: 19 Picardy Drive, 3005, Atlanta, 20066. Date of birth was June 23rd, 1978.

Speaker speaker\_1: Okay. And then we have a phone number on file of 559-0525. Is that correct?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Let me take a look here. Do you mind holding on the line for me for just a moment?

Speaker speaker\_2: Mm-hmm. Okay.

Speaker speaker\_1: Thank you. Hi, Mr. Templeton?

Speaker speaker\_2: Hello?

Speaker speaker\_1: Hey, Mr. Templeton. Thank you for holding. I appreciate your patience. Um, I... So, I've gone ahead and looked into seeing if we have an update from your call on Monday. Um, it looks like our back office is still waiting to hear back from WorkSmart on what exactly happened with the deduction. So unfortunately, at this time, we do not have an update for you. However, as soon as we get more information, we'll give you a call back and let you know what we find out. Okay?

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: You're welcome. Thank you for calling and have a good day.

Speaker speaker\_2: You too.