

## Transcript: Chris Sofield

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### Full Transcript

Thank you for calling Benefits and a Card, ma'am. ■ Pardon me? Hello? Thank you for calling Benefits and a Card. This is Chris. How can I help you today? Hey, Chris, this is Lori Jackson. I got a question I need to ask. ■ All right, how can I help? Um, oh, on my, uh, insurance, do I have dental, vision, and all? I can check that for you. What staffing company do you work with, ma'am? MAU. And last four of your Social? 4780. Thank you. Your first and last name? Lori Jackson. Thank you. Ms. Jackson, could you verify your address and date of birth for me please? 1018 West Broadway Street, Clarksville, Texas, 21060. Okay. Thank you. Phone on file we have is 903-249-5733. Is that correct? Exactly. All right. I'm showing we have your enrollment set up as medical, dental, vision, group accident, short-term disability, term life, and critical illness. Okay. And I got a question for you. Uh, can y'all mail me a copy, you know how you file your taxes? Mail me a copy of that insuran- my insurance? Um... We could... The only thing we could send out is a copy of, like, a, like, your ID card, but anything to do with, like, tax-related forms would have to come from MAU. Oh, so they are, they are have to make the form up, uh, ■e's that's? Uh, yeah, any- anything tax-related would come from MAU as your actual employer. We, we wouldn't have any access to any of that information. Oh, okay. All right. Thank you, man. Thank you. No problem. Thanks for calling and have a wonderful day. You too. Bye now.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits and a Card, ma'am. ■ Pardon me?

Speaker speaker\_1: Hello?

Speaker speaker\_0: Thank you for calling Benefits and a Card. This is Chris. How can I help you today?

Speaker speaker\_1: Hey, Chris, this is Lori Jackson. I got a question I need to ask. ■ All right, how can I help? Um, oh, on my, uh, insurance, do I have dental, vision, and all?

Speaker speaker\_0: I can check that for you. What staffing company do you work with, ma'am?

Speaker speaker\_1: MAU.

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

Speaker speaker\_1: 4780.

Speaker speaker\_0: Thank you. Your first and last name?

Speaker speaker\_1: Lori Jackson.

Speaker speaker\_0: Thank you. Ms. Jackson, could you verify your address and date of birth for me please?

Speaker speaker\_1: 1018 West Broadway Street, Clarksville, Texas, 21060.

Speaker speaker\_0: Okay. Thank you. Phone on file we have is 903-249-5733. Is that correct?

Speaker speaker\_1: Exactly.

Speaker speaker\_0: All right. I'm showing we have your enrollment set up as medical, dental, vision, group accident, short-term disability, term life, and critical illness.

Speaker speaker\_1: Okay. And I got a question for you. Uh, can y'all mail me a copy, you know how you file your taxes? Mail me a copy of that insuran- my insurance?

Speaker speaker\_0: Um... We could... The only thing we could send out is a copy of, like, a, like, your ID card, but anything to do with, like, tax-related forms would have to come from MAU.

Speaker speaker\_1: Oh, so they are, they are have to make the form up, uh, ■e's that's?

Speaker speaker\_0: Uh, yeah, any- anything tax-related would come from MAU as your actual employer. We, we wouldn't have any access to any of that information.

Speaker speaker\_1: Oh, okay. All right. Thank you, man. Thank you.

Speaker speaker\_0: No problem. Thanks for calling and have a wonderful day.

Speaker speaker\_1: You too.

Speaker speaker\_0: Bye now.