

## **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... uh, no. Hey, I just was, uh, calling in to just to clarify to see if I have dental insurance with my, uh, temp agency. I just want to clarify- Okay. ... if I had it on there. I know I have... pretty sure I have health but I, I don't know if I have dental. Okay. What staffing company do you work with? The temp company. What, what's the name of the staffing company? Oh, Partners Personnel. Thank you. And the last four of your social? That'll be 39, 39. And your first and last name? Uh, Jeremy Ellison. All right, Mr. Ellison, could you verify your address and your date of birth? So that's gonna be 2036 Strawberry Drive, and my date of birth is February 7th, 2002. And the rest of the address? Need the city, state and zip. Oh, Newmarket, Tennessee, uh, the zip code is 37820. Okay. And then we have a phone on file, 615-733-5648? Yeah, that's right. Okay. One moment. Uh, I'm not showing- Okay. ... that there's any active enrollment on file for you. It doesn't look like you're enrolled in anything. Oh, okay. Okay. All right. Anything else? Uh, is there a way I can enroll or was it, was it like, way too late? Uh, its unfortunately a little bit too late. Open enrollment for Partners Personnel ended, I believe, a couple of weeks ago. Um, so yeah. Okay. You'd have to wait until open enrollment comes around again which won't be until, yeah, sometime in October next year. Okay. It's okay. Thank you, though. No problem. Thanks again 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... uh, no.

Speaker speaker\_2: Hey, I just was, uh, calling in to just to clarify to see if I have dental insurance with my, uh, temp agency. I just want to clarify-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... if I had it on there. I know I have... pretty sure I have health but I, I don't know if I have dental.

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

Speaker speaker\_2: The temp company.

Speaker speaker\_1: What, what's the name of the staffing company?

Speaker speaker\_2: Oh, Partners Personnel.

Speaker speaker\_1: Thank you. And the last four of your social?

Speaker speaker\_2: That'll be 39, 39.

Speaker speaker\_1: And your first and last name?

Speaker speaker\_2: Uh, Jeremy Ellison.

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

Speaker speaker\_2: So that's gonna be 2036 Strawberry Drive, and my date of birth is February 7th, 2002.

Speaker speaker\_1: And the rest of the address? Need the city, state and zip.

Speaker speaker\_2: Oh, Newmarket, Tennessee, uh, the zip code is 37820.

Speaker speaker\_1: Okay. And then we have a phone on file, 615-733-5648?

Speaker speaker\_2: Yeah, that's right.

Speaker speaker\_1: Okay. One moment. Uh, I'm not showing-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... that there's any active enrollment on file for you. It doesn't look like you're enrolled in anything.

Speaker speaker\_2: Oh, okay. Okay.

Speaker speaker\_1: All right. Anything else?

Speaker speaker\_2: Uh, is there a way I can enroll or was it, was it like, way too late?

Speaker speaker\_1: Uh, its unfortunately a little bit too late. Open enrollment for Partners Personnel ended, I believe, a couple of weeks ago. Um, so yeah.

Speaker speaker\_2: Okay.

Speaker speaker\_1: You'd have to wait until open enrollment comes around again which won't be until, yeah, sometime in October next year.

Speaker speaker\_2: Okay. It's okay. Thank you, though.

Speaker speaker\_1: No problem. Thanks again for calling and have a good day.

Speaker speaker\_2: You too.