

## **Transcript: Chris Sofield**

**(deactivated)-4598387019038720-6070478469808128**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Benefits in a Cart, this is Chris. How can I help you today? Hey, it's Chris. This is, uh, Travis Bennett. Uh, I'm currently with, uh, Third Staffing. Mm-hmm. And, uh, I was trying to add, uh, my wife to my insurance, and it told me I needed to give y'all a call to add her on my insurance. Okay. Let me take a look at your file. What's the last four of your social? 1156. Thank you. And then, Mr. Bennett, could you verify your address and date of birth for me? 306 Gary Road, Albertville, Alabama, 35951. Got it. And my date of birth is 01/08/1993. Thank you. So on our file we have is 256-572-6021. Is that correct? Yes, sir. And let's see here. Okay. All right, Mr. Bennett, uh, mind holding on the line for me for just a moment? Just want, want to make sure I get everything I need pulled up for this, okay? Yes, sir. All right. Be right back with you. Yes, sir. Hi, Mr. Bennett. Mr. Bennett? Hello, Mr. Bennett? Hello, Mr. Bennett? Mr. Bennett, are you there? Mr. Bennett, are you there?

### **Conversation Format**

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

Speaker speaker\_1: Benefits in a Cart, this is Chris. How can I help you today?

Speaker speaker\_2: Hey, it's Chris. This is, uh, Travis Bennett. Uh, I'm currently with, uh, Third Staffing.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: And, uh, I was trying to add, uh, my wife to my insurance, and it told me I needed to give y'all a call to add her on my insurance.

Speaker speaker\_1: Okay. Let me take a look at your file. What's the last four of your social?

Speaker speaker\_2: 1156.

Speaker speaker\_1: Thank you. And then, Mr. Bennett, could you verify your address and date of birth for me?

Speaker speaker\_2: 306 Gary Road, Albertville, Alabama, 35951.

Speaker speaker\_1: Got it.

Speaker speaker\_2: And my date of birth is 01/08/1993.

Speaker speaker\_1: Thank you. So on our file we have is 256-572-6021. Is that correct?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: And let's see here. Okay. All right, Mr. Bennett, uh, mind holding on the line for me for just a moment? Just want, want to make sure I get everything I need pulled up for this, okay?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: All right. Be right back with you.

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Hi, Mr. Bennett. Mr. Bennett? Hello, Mr. Bennett? Hello, Mr. Bennett? Mr. Bennett, are you there? Mr. Bennett, are you there?