

## **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 in a Card. This is Chris. How can I help you today? Hello. It's A... it's Bill 80. Hey, how- Yeah, I received a mess- Yeah? Hello? Y- Yes, how can I help you? Uh, yeah, I received a, uh, a message. It say, "Converse on your job with ATC. You have 30 days from your first paycheck to enroll in the..." It say, "Call Benefits in a Card." It give a number. I called the number, I don't know why. Okay. So, um, we're a plan administrator for the health insurance benefits for ATC Staffing. Were you looking to enroll in the health insurance from them? Oh, you give the insurance? Yeah, this is for health insurance through ATC. Oh, okay. And that's fine. Yeah, that's good. All right. Were you looking to enroll? What? Did you want insurance from ATC? Yes. Okay. Did you have an idea of what kind of insurance you wanted from them? Hmm, no, um, uh... Okay. If you would like, I can email you an information packet that goes over the plans that ATC offers that gives you an idea of what all is available and how much each plan would cost out of your paycheck every week. Okay. Okay. What, what's your email address, sir? Uh, Dorbone E., D-O-R-B-O-N-N-E-E, @gmail.com. Okay. Darbone@gmail.com, you said? Yeah, Darbone E. Okay, @gmail.com. Got it. Yeah. All right. I will email you- No. ... this information packet. This is going to come- Okay. ... from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. Give it a read through, and if you wish to enroll into anything, just give us a call back. Okay. Thank you. You're welcome. Thanks for calling, and have a good day. Yes, sir. Bye-bye. Mm-hmm. Bye now.

### **Conversation Format**

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

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

Speaker speaker\_2: Hello. It's A... it's Bill 80.

Speaker speaker\_1: Hey, how-

Speaker speaker\_2: Yeah, I received a mess- Yeah? Hello?

Speaker speaker\_1: Y- Yes, how can I help you?

Speaker speaker\_2: Uh, yeah, I received a, uh, a message. It say, "Converse on your job with ATC. You have 30 days from your first paycheck to enroll in the..." It say, "Call Benefits in a Card." It give a number. I called the number, I don't know why.

Speaker speaker\_1: Okay. So, um, we're a plan administrator for the health insurance benefits for ATC Staffing. Were you looking to enroll in the health insurance from them?

Speaker speaker\_2: Oh, you give the insurance?

Speaker speaker\_1: Yeah, this is for health insurance through ATC.

Speaker speaker\_2: Oh, okay. And that's fine. Yeah, that's good.

Speaker speaker\_1: All right. Were you looking to enroll?

Speaker speaker\_2: What?

Speaker speaker\_1: Did you want insurance from ATC?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Did you have an idea of what kind of insurance you wanted from them?

Speaker speaker\_2: Hmm, no, um, uh...

Speaker speaker\_1: Okay. If you would like, I can email you an information packet that goes over the plans that ATC offers that gives you an idea of what all is available and how much each plan would cost out of your paycheck every week.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay. What, what's your email address, sir?

Speaker speaker\_2: Uh, Dorbone E., D-O-R-B-O-N-N-E-E, @gmail.com.

Speaker speaker\_1: Okay. Darbone@gmail.com, you said?

Speaker speaker\_2: Yeah, Darbone E.

Speaker speaker\_1: Okay, @gmail.com. Got it.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: All right. I will email you-

Speaker speaker\_2: No.

Speaker speaker\_1: ... this information packet. This is going to come-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. Give it a read through, and if you wish to enroll into anything, just give us a call back.

Speaker speaker\_2: Okay. Thank you.

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

Speaker speaker\_2: Yes, sir. Bye-bye.

Speaker speaker\_1: Mm-hmm. Bye now.