

## **Transcript: Chris Sofield**

**(deactivated)-4753200742612992-5328028696526848**

### **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? Yes, I was calling to sign up for, uh, Benefits in a Card. Okay. What staffing company do you work with? ATC. And the last four of your Social? 7202. Thank you. And your first and last name? Myrna Reid-Waller. All right. Myrna, could you verify your address and your date of birth for me please? 701 Grant Boulevard, Chickasaw, Alabama. Date of birth 11/12/1956. Thank you. We have a phone on file of 251-656-5205. Is that correct? That is. Okay, thank you. Um, let's see here. And Ms. Reid-Waller, our system shows, it looks like the only hire date we have on file for you, um, which is what eligibility is based off of, is from October of last year. Have you been with ATC since then or have you left them and come back? Uh, I've been with them since. Okay. So as of right now you're not eligible to enroll, but open enrollment starts next week, uh, next Monday on the s- on the 9th. Uh, so right now- Oh, okay. I thought open enrollment was going on now. No, it starts next week, ma'am. Next Monday? Yes, ma'am. Okay, thank you. Thank you. You're welcome. Tha- you're very welcome. Thanks for calling- Mm-hmm. ... and have a good day. Mm-hmm. Bye-bye. 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: Yes, I was calling to sign up for, uh, Benefits in a Card.

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

Speaker speaker\_2: ATC.

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

Speaker speaker\_2: 7202.

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

Speaker speaker\_2: Myrna Reid-Waller.

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

Speaker speaker\_2: 701 Grant Boulevard, Chickasaw, Alabama. Date of birth 11/12/1956.

Speaker speaker\_1: Thank you. We have a phone on file of 251-656-5205. Is that correct?

Speaker speaker\_2: That is.

Speaker speaker\_1: Okay, thank you. Um, let's see here. And Ms. Reid-Waller, our system shows, it looks like the only hire date we have on file for you, um, which is what eligibility is based off of, is from October of last year. Have you been with ATC since then or have you left them and come back?

Speaker speaker\_2: Uh, I've been with them since.

Speaker speaker\_1: Okay. So as of right now you're not eligible to enroll, but open enrollment starts next week, uh, next Monday on the s- on the 9th. Uh, so right now-

Speaker speaker\_2: Oh, okay. I thought open enrollment was going on now.

Speaker speaker\_1: No, it starts next week, ma'am.

Speaker speaker\_2: Next Monday?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Okay, thank you. Thank you.

Speaker speaker\_1: You're welcome. Tha- you're very welcome. Thanks for calling-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... and have a good day.

Speaker speaker\_2: Mm-hmm. Bye-bye.

Speaker speaker\_1: Bye now.