

## Transcript: Chris Sofield

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### Full Transcript

... all benefits in a card. This is Chris. How can I help you today? Hi. Uh, I am Minh Dang. I work at Bunn Company. Uh, I want... I have, uh, one question. Uh, how, how can I get, uh, mm, insurance? Okay. What company? Yeah, what company- What, what staffing company do you work with? Ah, Bunn Company after Broomfield, Illinois. Okay. Sorry, what, what was the name of the staffing company? The Bunn, B-U-N-N. Okay. So, did you... Do you have that job through a staffing company, or do you... are you a direct hire with them? Uh, I just, uh, work at, uh, Bunn Company about, uh, last two weeks. Um- Okay, so- Yeah. So, we, we partner with staffing companies, and Bunn does not sound like it's a staffing company, nor is it a company that we partner with. So, uh- Oh, yeah. I, I had had, um, Innovative Social. Innovi? Yeah. Okay. Can you spell that for me? 'Cause that doesn't sound like a company that we partner with. Okay. Uh, I-N-N-O-V-A-T-I-V-E. Okay, Innovative. Oh, yeah. Okay. All right, Innovative. And then, what's the last four of your Social, so I can try to locate your file? Uh, 5399. Okay. And your name was? Minh, M-I-N-H. Okay, Minh. And your last name? Dang, D-A-N-G. Okay, Mr. Dang. Um, it does not look like we have a file on our system for you. So, in order to enroll you into any insurance through Innovative, I'll need to create that file. Um, that is gonna require me getting some more information from you, starting with I will need your full Social at this time. Oh, okay. Yeah, because, um, actually last week, I look on the, the, um, the paycheck. I saw it said I have to approve, uh, company insurance. I... Do you know? I want to know the company name and the, um, what the PPO or HMO, you know? So, these insurance plans would not be either a PPO or an HMO. Oh, really? Yeah. Correct. These-these are not... This, this isn't like Blue Cross or anything like that. Um, if you want... If you wanna provide me with an in- uh, with an email address, I can send you an information packet that goes over the plans that Innovative offers. That way, you can kinda get an idea of what's available. And if you wish to enroll, um, you can always give us a call back with that information. Okay, I have the email address now. Okay. What's your email address? Wait. Hold on, baby. Wait. Um, wait, wait for me. No. Hold on, baby. Wait, baby. Uh, Mr. Dang, uh, what is your email address, sir? Yeah. Uh, I spell, okay? Okay. M- M-I-N-H-S-T-H-A- S. A- A. N- Uh, N. H. E- H. A. A. N. N. G. G. 67@gmail.com. Okay, I'm gonna spell that back, because I was hearing two voices saying two very different things at the same time. Oh. I heard... So, so I heard M-I-N-H. Oh, okay. Okay, my, uh, my granddaughter spell it, okay? M-I-N-H-T-H-A-N-H-D-A-N-G. Okay. M-I-N-H-T-H- Yeah. A-N-H. Yep. D-A-N-G. Yeah, 67- 67. ... at gmail.com. @gmail.com. Yeah, correct. Yeah, yeah. All right. Thank you. I'll send... Yep, I'll send you this information. Just give this a read-through and then give us a call back when you have an idea of what you want to enroll into, okay? Okay, thank you so much. Thank you. Have a good day. You're welcome. You as well. Yeah, thank you. Bye-bye. Thanks a lot. Yeah. Bye.

## Conversation Format

Speaker speaker\_0: ... all benefits in a card. This is Chris. How can I help you today?

Speaker speaker\_1: Hi. Uh, I am Minh Dang. I work at Bunn Company. Uh, I want... I have, uh, one question. Uh, how, how can I get, uh, mm, insurance?

Speaker speaker\_0: Okay.

Speaker speaker\_1: What company? Yeah, what company-

Speaker speaker\_0: What, what staffing company do you work with?

Speaker speaker\_1: Ah, Bunn Company after Broomfield, Illinois.

Speaker speaker\_0: Okay. Sorry, what, what was the name of the staffing company?

Speaker speaker\_1: The Bunn, B-U-N-N.

Speaker speaker\_0: Okay. So, did you... Do you have that job through a staffing company, or do you... are you a direct hire with them?

Speaker speaker\_1: Uh, I just, uh, work at, uh, Bunn Company about, uh, last two weeks. Um-

Speaker speaker\_0: Okay, so-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: So, we, we partner with staffing companies, and Bunn does not sound like it's a staffing company, nor is it a company that we partner with. So, uh-

Speaker speaker\_1: Oh, yeah. I, I had had, um, Innovative Social.

Speaker speaker\_0: Innovi?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. Can you spell that for me? 'Cause that doesn't sound like a company that we partner with.

Speaker speaker\_1: Okay. Uh, I-N-N-O-V-A-T-I-V-E.

Speaker speaker\_0: Okay, Innovative.

Speaker speaker\_1: Oh, yeah.

Speaker speaker\_0: Okay. All right, Innovative. And then, what's the last four of your Social, so I can try to locate your file?

Speaker speaker\_1: Uh, 5399.

Speaker speaker\_0: Okay. And your name was?

Speaker speaker\_1: Minh, M-I-N-H.

Speaker speaker\_0: Okay, Minh. And your last name?

Speaker speaker\_1: Dang, D-A-N-G.

Speaker speaker\_0: Okay, Mr. Dang. Um, it does not look like we have a file on our system for you. So, in order to enroll you into any insurance through Innovative, I'll need to create that file. Um, that is gonna require me getting some more information from you, starting with I will need your full Social at this time.

Speaker speaker\_1: Oh, okay. Yeah, because, um, actually last week, I look on the, the, um, the paycheck. I saw it said I have to approve, uh, company insurance. I... Do you know? I want to know the company name and the, um, what the PPO or HMO, you know?

Speaker speaker\_0: So, these insurance plans would not be either a PPO or an HMO.

Speaker speaker\_1: Oh, really? Yeah.

Speaker speaker\_0: Correct. These- these are not... This, this isn't like Blue Cross or anything like that. Um, if you want... If you wanna provide me with an in- uh, with an email address, I can send you an information packet that goes over the plans that Innovative offers. That way, you can kinda get an idea of what's available. And if you wish to enroll, um, you can always give us a call back with that information.

Speaker speaker\_1: Okay, I have the email address now.

Speaker speaker\_0: Okay. What's your email address?

Speaker speaker\_1: Wait. Hold on, baby.

Speaker speaker\_2: Wait.

Speaker speaker\_1: Um, wait, wait for me.

Speaker speaker\_2: No. Hold on, baby. Wait, baby.

Speaker speaker\_0: Uh, Mr. Dang, uh, what is your email address, sir?

Speaker speaker\_1: Yeah. Uh, I spell, okay?

Speaker speaker\_0: Okay.

Speaker speaker\_1: M- M-I-N-H-S-T-H-A-

Speaker speaker\_2: S. A-

Speaker speaker\_1: A. N-

Speaker speaker\_2: Uh, N. H. E-

Speaker speaker\_1: H. A.

Speaker speaker\_0: A. N.

Speaker speaker\_2: N.

Speaker speaker\_0: G.

Speaker speaker\_2: G.

Speaker speaker\_1: 67@gmail.com.

Speaker speaker\_0: Okay, I'm gonna spell that back, because I was hearing two voices saying two very different things at the same time.

Speaker speaker\_1: Oh.

Speaker speaker\_0: I heard... So, so I heard M-I-N-H.

Speaker speaker\_1: Oh, okay. Okay, my, uh, my granddaughter spell it, okay?

Speaker speaker\_2: M-I-N-H-T-H-A-N-H-D-A-N-G.

Speaker speaker\_0: Okay. M-I-N-H-T-H-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: A-N-H.

Speaker speaker\_1: Yep.

Speaker speaker\_0: D-A-N-G.

Speaker speaker\_1: Yeah, 67-

Speaker speaker\_0: 67.

Speaker speaker\_1: ... at gmail.com.

Speaker speaker\_0: @gmail.com.

Speaker speaker\_1: Yeah, correct. Yeah, yeah.

Speaker speaker\_0: All right.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: I'll send... Yep, I'll send you this information. Just give this a read-through and then give us a call back when you have an idea of what you want to enroll into, okay?

Speaker speaker\_1: Okay, thank you so much. Thank you. Have a good day.

Speaker speaker\_0: You're welcome. You as well.

Speaker speaker\_1: Yeah, thank you. Bye-bye.

Speaker speaker\_0: Thanks a lot.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Bye.