

## **Transcript: Chris Sofield (deactivated)-5239051405180928-6002140660580352**

### **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 help you today? Oh, yes. Uh, can you send me a copy of my vision insurance? Yeah. Uh, what staffing company do you work with? ATC. And the last four of your social? 01895. All right. Your first and last name? Nina Adams. Thank you. Ms. Adams, could you verify your address and your date of birth for me please? 2320 Lee Circle, Milledgeville, Georgia 12469. Thank you. Phone on file we have is 478-456-8237. That's correct. And email on file adams.nina@gmail.com? That's correct. All right. We'll get a copy of that vision card to that email address in here just a couple of minutes. This will be coming from info@benefitsandacard.com. If you don't see this in your inbox, just check your spam folder. Okay? Okay. Thank you. You're welcome. Anything else? Um, no, I guess... When's the last day for open enrollment? Uh, ATC's open enrollment... Let's see here. Uh, it has not yet started. Uh, ATC's open enrollment begins on dec- on December 9th and runs through December 24th. Okay. All right. Thank you. You're welcome. Thanks for calling and have a good day. You too. 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 on a Card. This is Chris. How can I help you today?

Speaker speaker\_2: Oh, yes. Uh, can you send me a copy of my vision insurance?

Speaker speaker\_1: Yeah. Uh, what staffing company do you work with?

Speaker speaker\_2: ATC.

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

Speaker speaker\_2: 01895.

Speaker speaker\_1: All right. Your first and last name?

Speaker speaker\_2: Nina Adams.

Speaker speaker\_1: Thank you. Ms. Adams, could you verify your address and your date of birth for me please?

Speaker speaker\_2: 2320 Lee Circle, Milledgeville, Georgia 12469.

Speaker speaker\_1: Thank you. Phone on file we have is 478-456-8237.

Speaker speaker\_2: That's correct.

Speaker speaker\_1: And email on file adams.nina@gmail.com?

Speaker speaker\_2: That's correct.

Speaker speaker\_1: All right. We'll get a copy of that vision card to that email address in here just a couple of minutes. This will be coming from info@benefitsandacard.com. If you don't see this in your inbox, just check your spam folder. Okay?

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: You're welcome. Anything else?

Speaker speaker\_2: Um, no, I guess... When's the last day for open enrollment?

Speaker speaker\_1: Uh, ATC's open enrollment... Let's see here. Uh, it has not yet started. Uh, ATC's open enrollment begins on dec- on December 9th and runs through December 24th.

Speaker speaker\_2: Okay. All right. Thank you.

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

Speaker speaker\_2: You too. Bye-bye.

Speaker speaker\_1: Bye now.