

Transcript: Chris Sofield (deactivated)-5271668234076160-5996194320302080

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits On Card. This is Chris. How can I help you today? Hello, sir. My name is Kristen and I'm calling to get some information on the benefits plan that I enrolled myself in. Okay. What staffing company do you work with? Uh, I'm with BG Personnel. And the last four of your Social? 6305. All right. And Kristen, what's your last name? Morado. M-O-R-A-D-O. M like Monday. Okay. Okay, Miss Morado, could you verify your address and your date of birth for me please? Yes. It's 2906 Kendale Drive, Apartment 216, Dallas, Texas 75220. My telephone number is... You said telephone? Uh, your- your date of birth. Oh, date of birth is December 25th 1984. Thank you. We have a phone on file of 214-434-0640. Is that correct? Yes. Okay. Um, Miss Morado, I'm not showing that we've received any sort of enrollment information for you. No forms, no online enrollment, no nothing. Um, doesn't look like you're enrolled at this time. Oh, okay. Thank you. All right. Anything else? Uh, no, 'cause I go to... I'll have to call the staffing company back 'cause she sent me you guys' contact information where I, um, enrolled in a, in a basic plan. But I'm gonna call her back. Okay. All right then. Well, if that's everything, thank you for calling and have a good day. Mm-hmm.

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 Card. This is Chris. How can I help you today?

Speaker speaker_2: Hello, sir. My name is Kristen and I'm calling to get some information on the benefits plan that I enrolled myself in.

Speaker speaker_1: Okay. What staffing company do you work with?

Speaker speaker_2: Uh, I'm with BG Personnel.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 6305.

Speaker speaker_1: All right. And Kristen, what's your last name?

Speaker speaker_2: Morado. M-O-R-A-D-O. M like Monday.

Speaker speaker_1: Okay. Okay, Miss Morado, could you verify your address and your date of birth for me please?

Speaker speaker_2: Yes. It's 2906 Kendale Drive, Apartment 216, Dallas, Texas 75220. My telephone number is... You said telephone?

Speaker speaker_1: Uh, your- your date of birth.

Speaker speaker_2: Oh, date of birth is December 25th 1984.

Speaker speaker_1: Thank you. We have a phone on file of 214-434-0640. Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, Miss Morado, I'm not showing that we've received any sort of enrollment information for you. No forms, no online enrollment, no nothing. Um, doesn't look like you're enrolled at this time.

Speaker speaker_2: Oh, okay. Thank you.

Speaker speaker_1: All right. Anything else?

Speaker speaker_2: Uh, no, 'cause I go to... I'll have to call the staffing company back 'cause she sent me you guys' contact information where I, um, enrolled in a, in a basic plan. But I'm gonna call her back.

Speaker speaker_1: Okay. All right then. Well, if that's everything, thank you for calling and have a good day.

Speaker speaker_2: Mm-hmm.