

## **Transcript: Chris Sofield**

**(deactivated)-5274721937833984-5071724804882432**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Hi, Chris. My name's Dennis Benton. Um, o- on my, um, I'm, I'm gonna submit on my card and everything, I have a new em- a new email and a new phone number. I was hoping I could get it changed- Yeah, sure. You should be able to. ... to the new information. Yeah. Uh, what staffing company do you work with? Uh, MAU. All right. And last four of your Social? 1967. Thank you. All right, and Mr. Benton, uh, verify your address and your date of birth. 343 Rambler Way, Cottage Grove, South Carolina, 29435. Birthday November 30th, 1989. Thank you. All right, and then you said you have a new phone number and a new email address? Yes, that I would like to use, sir. All right. What's that new phone number? The new phone number is 843-599-8703. Thank you. And then your new email address? The new email address, hold on one second here, is bentonalan... Alan is spelled A-L-A-N... 9891@gmail.com. I'm going to read those back to you. New phone number is 843-599-8703? Yes. And new email is bentonalan9891@gmail.com? Yes, sir. All right. I've updated that on our side. Uh, make sure that MAU has that new information as well, um, that way when they send over the information regarding deductions, um, it doesn't automatically swap it back to the old stuff. Um, but other than that, was there anything- Oh yeah. ... else I can help with? Uh, no, that's fine. I appreciate it. No problem. Thanks again for calling. You have a wonderful day. You too. Thank you. You're welcome. Bye now. Bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Chris. How can I help you today?

Speaker speaker\_1: Hi, Chris. My name's Dennis Benton. Um, o- on my, um, I'm, I'm gonna submit on my card and everything, I have a new em- a new email and a new phone number. I was hoping I could get it changed-

Speaker speaker\_0: Yeah, sure. You should be able to.

Speaker speaker\_1: ... to the new information.

Speaker speaker\_0: Yeah. Uh, what staffing company do you work with?

Speaker speaker\_1: Uh, MAU.

Speaker speaker\_0: All right. And last four of your Social?

Speaker speaker\_1: 1967.

Speaker speaker\_0: Thank you. All right, and Mr. Benton, uh, verify your address and your date of birth.

Speaker speaker\_1: 343 Rambler Way, Cottage Grove, South Carolina, 29435. Birthday November 30th, 1989.

Speaker speaker\_0: Thank you. All right, and then you said you have a new phone number and a new email address?

Speaker speaker\_1: Yes, that I would like to use, sir.

Speaker speaker\_0: All right. What's that new phone number?

Speaker speaker\_1: The new phone number is 843-599-8703.

Speaker speaker\_0: Thank you. And then your new email address?

Speaker speaker\_1: The new email address, hold on one second here, is bentonalan... Alan is spelled A-L-A-N... 9891@gmail.com.

Speaker speaker\_0: I'm going to read those back to you. New phone number is 843-599-8703?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And new email is bentonalan9891@gmail.com?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: All right. I've updated that on our side. Uh, make sure that MAU has that new information as well, um, that way when they send over the information regarding deductions, um, it doesn't automatically swap it back to the old stuff. Um, but other than that, was there anything-

Speaker speaker\_1: Oh yeah.

Speaker speaker\_0: ... else I can help with?

Speaker speaker\_1: Uh, no, that's fine. I appreciate it.

Speaker speaker\_0: No problem. Thanks again for calling. You have a wonderful day.

Speaker speaker\_1: You too. Thank you.

Speaker speaker\_0: You're welcome. Bye now.

Speaker speaker\_1: Bye.