

## **Transcript: Chris Sofield**

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### **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? Hey, this is Nathan, um, McLarty. I just wanted to tell you guys, I did- I didn't want to, um, qual- I didn't want to enroll in state benefits. Okay. What staffing company do you work with? Surge. And the last four of your Social? 8688. Okay. One moment. All right, Mr. McLarty, could you verify your address and your date of birth for me, please? Hmm. Uh, er, uh, 3216 Bristol Drive. July 10th, 2001. Okay. I need the- It's that. ... rest of the address. If the address is w- Okay, if the address is wrong, it might be 211 North Madison. I don't know which- Oh. ... address you guys have put on there. So neither of those- Could it be three... You said neither of those? Neither of those. Neither of the ones that you've read off are the address that's on file. And additionally, I need the full address, including city, state and ZIP code. So it's not... It's not Bristol or nothing like that? No, sir. Okay. Um, then it would be, uh, 1925 Ontario Street? Then the rest of it, sir, the city, state and ZIP as well. Oh. Springfield, Ohio, 45505. Uh, no, that one's not it as well. Yeah. Okay. Um, I'm trying to think here. Um, so it's not the one from Bristol. Um, uh- It's in Fairborn. Okay, Fairborn. Okay. It'd be 305 Wallace Drive. Sorry about that. It was moved a couple places here recently. No, you're fine. C- Um, okay, so 305 Wallace Drive, Fairborn. And the ZIP- the ZIP Code on them. I believe the- Go ahead. ... ZIP Code is four... Ah, I can't remember it. I think it's 45324, I think. Uh, yep, that's what we've got. Is, uh- Yeah. Does that need to be updated, sir? Yeah, it needs to be updated. Okay. What's your current address, sir? That's 3216 Bristol Drive, Springfield, Ohio, 45503. Thank you. All right. And then, we have a phone number on file for you at 478-0150? Yeah, that's mine. Okay. Uh, looks like you're already opted out of the automatic enrollment. You called us, looks like, uh, back in November to do that. So you're, you're still good to go. All righty. Thank you, man. No problem. Thanks for calling. Have a good day. You too.

### **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: Hey, this is Nathan, um, McLarty. I just wanted to tell you guys, I did- I didn't want to, um, qual- I didn't want to enroll in state benefits.

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

Speaker speaker\_2: Surge.

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

Speaker speaker\_2: 8688.

Speaker speaker\_1: Okay. One moment. All right, Mr. McLarty, could you verify your address and your date of birth for me, please?

Speaker speaker\_2: Hmm. Uh, er, uh, 3216 Bristol Drive. July 10th, 2001.

Speaker speaker\_1: Okay. I need the-

Speaker speaker\_2: It's that.

Speaker speaker\_1: ... rest of the address.

Speaker speaker\_2: If the address is w- Okay, if the address is wrong, it might be 211 North Madison. I don't know which-

Speaker speaker\_1: Oh.

Speaker speaker\_2: ... address you guys have put on there.

Speaker speaker\_1: So neither of those-

Speaker speaker\_2: Could it be three... You said neither of those?

Speaker speaker\_1: Neither of those. Neither of the ones that you've read off are the address that's on file. And additionally, I need the full address, including city, state and ZIP code.

Speaker speaker\_2: So it's not... It's not Bristol or nothing like that?

Speaker speaker\_1: No, sir.

Speaker speaker\_2: Okay. Um, then it would be, uh, 1925 Ontario Street?

Speaker speaker\_1: Then the rest of it, sir, the city, state and ZIP as well.

Speaker speaker\_2: Oh. Springfield, Ohio, 45505.

Speaker speaker\_1: Uh, no, that one's not it as well.

Speaker speaker\_2: Yeah. Okay. Um, I'm trying to think here. Um, so it's not the one from Bristol. Um, uh-

Speaker speaker\_1: It's in Fairborn.

Speaker speaker\_2: Okay, Fairborn. Okay. It'd be 305 Wallace Drive. Sorry about that. It was moved a couple places here recently.

Speaker speaker\_1: No, you're fine. C- Um, okay, so 305 Wallace Drive, Fairborn.

Speaker speaker\_2: And the ZIP- the ZIP Code on them. I believe the-

Speaker speaker\_1: Go ahead.

Speaker speaker\_2: ... ZIP Code is four... Ah, I can't remember it. I think it's 45324, I think.

Speaker speaker\_1: Uh, yep, that's what we've got. Is, uh-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Does that need to be updated, sir?

Speaker speaker\_2: Yeah, it needs to be updated.

Speaker speaker\_1: Okay. What's your current address, sir?

Speaker speaker\_2: That's 3216 Bristol Drive, Springfield, Ohio, 45503.

Speaker speaker\_1: Thank you. All right. And then, we have a phone number on file for you at 478-0150?

Speaker speaker\_2: Yeah, that's mine.

Speaker speaker\_1: Okay. Uh, looks like you're already opted out of the automatic enrollment. You called us, looks like, uh, back in November to do that. So you're, you're still good to go.

Speaker speaker\_2: All righty. Thank you, man.

Speaker speaker\_1: No problem. Thanks for calling. Have a good day.

Speaker speaker\_2: You too.