

Transcript: Chris Sofield

(deactivated)-5325408168263680-6433979878555648

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. I don't think they answer most shit. I don't say nothing really, I ain't sh- Good afternoon. May I speak to LaClavia Smith? If you don't deal with some bullshit, we don't speak on it. You know what I'm saying? Like, we don't- Yes. ... want no shit. I don't speak on it. Hello. Good afternoon. Can I speak to LaClavia Smith? Yes. Hi, Mr. Smith. My name is Chris. I'm with Benefits in a Car, calling on behalf of MAU. No, no. It don't matter what you sign here. How are you doing today? It do not matter what you say. It don't matter what you sign here. Mm-mm. Um, before we continue, this call is being recorded for quality assurance and training purposes. You don't have to- I'm calling regarding a health insurance enrollment form that you filled out when you signed up to work through MAU. She has something called... Yes, sir. Um, you, uh, you had set up that, or you had selected that you wanted insurance coverage for yourself and, uh, either a child or some children or, or something. And, um, the dependent coverage section form on the... Or the de- No, the dependent coverage section on the form is blank. Uh, we're missing the information required to be able to add any sort of, uh, any sort of dependents to the insurance plan. I was calling to see if we could get that information from you. Yes, sir. No problem. All right. Um, so, uh, what... How many children is it that you're covering, sir? One. Just one? Okay. What is their first and last name? Chosen Smith. C-H-O-Z-E-N Smith. Okay. Uh, by chance, do you have her Social? I do. Okay. I didn't have it at the time. That's why I had to leave it blank. Okay, that's fine. Uh, go ahead with that. Give me a second. Uh, 799-Mm-hmm. ...12 2745. Thank you. And then what's her date of birth? February 28th, '23. All right. Thank you. That's c- that's all the information we needed to be able to move forward with processus, processing this enrollment form. Uh, thank you for taking the time to speak with me. You have a wonderful day. Thank you. You too. All right. Bye now.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: I don't think they answer most shit. I don't say nothing really, I ain't sh-

Speaker speaker_2: Good afternoon. May I speak to LaClavia Smith?

Speaker speaker_1: If you don't deal with some bullshit, we don't speak on it. You know what I'm saying? Like, we don't-

Speaker speaker_3: Yes.

Speaker speaker_1: ... want no shit. I don't speak on it.

Speaker speaker_2: Hello. Good afternoon. Can I speak to LaClavia Smith?

Speaker speaker_3: Yes.

Speaker speaker_2: Hi, Mr. Smith. My name is Chris. I'm with Benefits in a Car, calling on behalf of MAU.

Speaker speaker_1: No, no. It don't matter what you sign here.

Speaker speaker_2: How are you doing today?

Speaker speaker_1: It do not matter what you say. It don't matter what you sign here.

Speaker speaker_2: Mm-mm. Um, before we continue, this call is being recorded for quality assurance and training purposes.

Speaker speaker_1: You don't have to-

Speaker speaker_2: I'm calling regarding a health insurance enrollment form that you filled out when you signed up to work through MAU.

Speaker speaker_4: She has something called...

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Um, you, uh, you had set up that, or you had selected that you wanted insurance coverage for yourself and, uh, either a child or some children or, or something. And, um, the dependent coverage section form on the... Or the de- No, the dependent coverage section on the form is blank. Uh, we're missing the information required to be able to add any sort of, uh, any sort of dependents to the insurance plan. I was calling to see if we could get that information from you.

Speaker speaker_1: Yes, sir. No problem.

Speaker speaker_2: All right. Um, so, uh, what... How many children is it that you're covering, sir?

Speaker speaker_1: One.

Speaker speaker_2: Just one? Okay. What is their first and last name?

Speaker speaker_1: Chosen Smith. C-H-O-Z-E-N Smith.

Speaker speaker_2: Okay. Uh, by chance, do you have her Social?

Speaker speaker_1: I do.

Speaker speaker_2: Okay.

Speaker speaker_1: I didn't have it at the time. That's why I had to leave it blank.

Speaker speaker_2: Okay, that's fine. Uh, go ahead with that.

Speaker speaker_1: Give me a second. Uh, 799-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ...12 2745.

Speaker speaker_2: Thank you. And then what's her date of birth?

Speaker speaker_1: February 28th, '23.

Speaker speaker_2: All right. Thank you. That's c- that's all the information we needed to be able to move forward with processus, processing this enrollment form. Uh, thank you for taking the time to speak with me. You have a wonderful day.

Speaker speaker_1: Thank you. You too.

Speaker speaker_2: All right. Bye now.