

## **Transcript: Chris Sofield**

**(deactivated)-5438209584578560-4532318723162112**

### **Full Transcript**

Yes. Your call may be monitored or recorded for quality assurance purposes. Hey! Hi, good afternoon. Can I speak with Barbara Dominguez? Oh, it depends. Who's calling? Uh, my name is Chris. I'm with Benefits in a Card calling on behalf of Tara Staffing. Yes? Hi. Um, before we continue, this call is being recorded for quality assurance and training purposes. I'm calling regarding a recent, uh, health insurance enrollment that you submitted. Um- Right, for dental? So let's say you... Yes, ma'am. Uh, you selected you wanted that for yourself and your spouse, but we're missing your spouse's information to add them onto the policy properly. Oh. I was calling to get that from you. Okay. What, what do you need, hon? I will need their first and last name, date of birth, and social security number if you have that. Sure. His first name is John L., same last name, and he's a junior. All right. And then his soc- Hang on just one second. Yeah. Hang on just a second. Is there any way I can call you right back? Uh, yeah. Can I reach you right back? Uh, yeah, give me j- uh, let me at least just real quick get his date of birth so we can go ahead- Um. ... and at least put that in there. Um, let me think. 6/28/69. Okay. Awesome. Thank you so much. And then... Hang on, hon. Let me get a pencil or a pen, whatever. And what number can I call, call you back on? Um, our phone number is 800- 800- 497- 497- 4856. 485... And I'm sorry, what is your name again? Uh, my name is Chris. All right. I can't guarantee that you'll reach back to me directly, but any one of our representatives can take John's o- Oh, cool. ... social and be able to get hi- to get his information- All right. ... fully added. Okay, hon. I really appreciate it. Thank you. Have a good day. Thanks. Bye-bye. Bye.

### **Conversation Format**

Speaker speaker\_0: Yes.

Speaker speaker\_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_0: Hey!

Speaker speaker\_2: Hi, good afternoon. Can I speak with Barbara Dominguez?

Speaker speaker\_0: Oh, it depends. Who's calling?

Speaker speaker\_2: Uh, my name is Chris. I'm with Benefits in a Card calling on behalf of Tara Staffing.

Speaker speaker\_0: Yes?

Speaker speaker\_2: Hi. Um, before we continue, this call is being recorded for quality assurance and training purposes. I'm calling regarding a recent, uh, health insurance enrollment that you submitted. Um-

Speaker speaker\_0: Right, for dental?

Speaker speaker\_2: So let's say you... Yes, ma'am. Uh, you selected you wanted that for yourself and your spouse, but we're missing your spouse's information to add them onto the policy properly.

Speaker speaker\_0: Oh.

Speaker speaker\_2: I was calling to get that from you.

Speaker speaker\_0: Okay. What, what do you need, hon?

Speaker speaker\_2: I will need their first and last name, date of birth, and social security number if you have that.

Speaker speaker\_0: Sure. His first name is John L., same last name, and he's a junior.

Speaker speaker\_2: All right. And then his soc-

Speaker speaker\_0: Hang on just one second. Yeah. Hang on just a second. Is there any way I can call you right back?

Speaker speaker\_2: Uh, yeah.

Speaker speaker\_0: Can I reach you right back?

Speaker speaker\_2: Uh, yeah, give me j- uh, let me at least just real quick get his date of birth so we can go ahead-

Speaker speaker\_0: Um.

Speaker speaker\_2: ... and at least put that in there.

Speaker speaker\_0: Um, let me think. 6/28/69.

Speaker speaker\_2: Okay. Awesome. Thank you so much.

Speaker speaker\_0: And then... Hang on, hon. Let me get a pencil or a pen, whatever. And what number can I call, call you back on?

Speaker speaker\_2: Um, our phone number is 800-

Speaker speaker\_0: 800-

Speaker speaker\_2: 497-

Speaker speaker\_0: 497-

Speaker speaker\_2: 4856.

Speaker speaker\_0: 485... And I'm sorry, what is your name again?

Speaker speaker\_2: Uh, my name is Chris.

Speaker speaker\_0: All right.

Speaker speaker\_2: I can't guarantee that you'll reach back to me directly, but any one of our representatives can take John's o-

Speaker speaker\_0: Oh, cool.

Speaker speaker\_2: ... social and be able to get hi- to get his information-

Speaker speaker\_0: All right.

Speaker speaker\_2: ... fully added.

Speaker speaker\_0: Okay, hon. I really appreciate it.

Speaker speaker\_2: Thank you. Have a good day.

Speaker speaker\_0: Thanks. Bye-bye.

Speaker speaker\_2: Bye.