

Transcript: Chris Sofield

(deactivated)-5552918033383424-4655554443657216

Full Transcript

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hi, um, I have an employee here, um, he works for one of our customers and he wanted to opt out because he... I guess he was automatically enrolled since he never enrolled himself into, like, medical insurance and he wanted to opt out of it. Is he with you? Yeah, he's with me right here. Can you pass the phone to him, sir, please? Of course. Um, my apologies. Uh, you speak Spanish? Yeah. He's a... Yeah, that's why I'm calling. Okay. We have Spanish-speaking representatives available for him to speak with. He is going to need to make this request. Um, please hold and I'll transfer you to one of them. Thank you. Mm-hmm. . .

Conversation Format

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_2: Hi, um, I have an employee here, um, he works for one of our customers and he wanted to opt out because he... I guess he was automatically enrolled since he never enrolled himself into, like, medical insurance and he wanted to opt out of it.

Speaker speaker_1: Is he with you?

Speaker speaker_2: Yeah, he's with me right here.

Speaker speaker_1: Can you pass the phone to him, sir, please?

Speaker speaker_2: Of course.

Speaker speaker_1: Um, my apologies. Uh, you speak Spanish?

Speaker speaker_2: Yeah. He's a... Yeah, that's why I'm calling.

Speaker speaker_1: Okay. We have Spanish-speaking representatives available for him to speak with. He is going to need to make this request. Um, please hold and I'll transfer you to one of them.

Speaker speaker_2: Thank you.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: .

Speaker speaker_3: .