

## **Transcript: Chris Sofield**

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### **Full Transcript**

Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Hello. My name is Meko Jato. Yeah, I'm calling to enroll. You're calling to enroll? Okay. Yes, yes. What staffing company do you work with? Uh, EOB. EOB? Yes. The agency The name of the- ... the Resource, the Resources Agency. Okay, so the Resource, all right. And then, the last four of your social? 5356. Okay. And, sorry, what was the first and last name again? Meko Jato. Thank you. Ms. Jato- Yes. ... could you verify your address and date of birth for me? 4309 Trinity Avenue, Apartment A, Greensboro, North Carolina 27407. Uh, my date of birth is May 14th, 1990. Thank you. Do we have a phone number on file for you at 405-5049? Yes. Okay. And did you have an idea of what you wanted to enroll into, ma'am? Yes, for d- dentist. For dental? Dental. Yeah, dental. Okay. Is it for just yourself, or are you covering anyone else? No, for myself. Okay. And, uh, were you enrolling into anything else? No. Okay. So dental for just you is \$3.38 per week. Do you authorize Resource to make those deductions? Yes. All right. It'll take about a week or two for this enrollment to process. Once processing is complete, you should start seeing those deductions coming out of your checks. Monday following the first deduction is when the policy becomes effective, with the ID card for that arriving about a week or two after that effective date. Okay. Anything else? You said three, \$3? \$3.38 per week. How much... 38. Okay. What about the vision? Did... Okay, did you want to enroll in the vision as well? I want to know how much. It's \$1.99. Okay. Yeah, I want to enroll for both. Yeah, but I- Before we continue, is there anything else that you want to enroll into? The vision. O- uh, other than dental and vision, is there anything else that you want to enroll into before we continue? No, no, no. No. Thank you. Um, so that is a total of \$5.37 per week for those two plans. Do you authorize Resource to make these deductions? Yes. All right. Anything else? No, it's fine. All right. Well, if that's everything, thanks again for calling and have a good day. Thank you. You too. You're welcome. Bye now. Bye-bye. Okay.

### **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: Hello. My name is Meko Jato. Yeah, I'm calling to enroll.

Speaker speaker\_0: You're calling to enroll? Okay.

Speaker speaker\_1: Yes, yes.

Speaker speaker\_0: What staffing company do you work with?

Speaker speaker\_1: Uh, EOB.

Speaker speaker\_0: EOB?

Speaker speaker\_1: Yes. The agency The name of the- ... the Resource, the Resources Agency.

Speaker speaker\_0: Okay, so the Resource, all right. And then, the last four of your social?

Speaker speaker\_1: 5356.

Speaker speaker\_0: Okay. And, sorry, what was the first and last name again?

Speaker speaker\_1: Meko Jato.

Speaker speaker\_0: Thank you. Ms. Jato-

Speaker speaker\_1: Yes.

Speaker speaker\_0: ... could you verify your address and date of birth for me?

Speaker speaker\_1: 4309 Trinity Avenue, Apartment A, Greensboro, North Carolina 27407. Uh, my date of birth is May 14th, 1990.

Speaker speaker\_0: Thank you. Do we have a phone number on file for you at 405-5049?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. And did you have an idea of what you wanted to enroll into, ma'am?

Speaker speaker\_1: Yes, for d- dentist.

Speaker speaker\_0: For dental?

Speaker speaker\_1: Dental. Yeah, dental.

Speaker speaker\_0: Okay. Is it for just yourself, or are you covering anyone else?

Speaker speaker\_1: No, for myself.

Speaker speaker\_0: Okay. And, uh, were you enrolling into anything else?

Speaker speaker\_1: No.

Speaker speaker\_0: Okay. So dental for just you is \$3.38 per week. Do you authorize Resource to make those deductions?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. It'll take about a week or two for this enrollment to process. Once processing is complete, you should start seeing those deductions coming out of your checks. Monday following the first deduction is when the policy becomes effective, with the ID card for that arriving about a week or two after that effective date.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Anything else?

Speaker speaker\_1: You said three, \$3?

Speaker speaker\_0: \$3.38 per week.

Speaker speaker\_1: How much... 38. Okay. What about the vision?

Speaker speaker\_0: Did... Okay, did you want to enroll in the vision as well?

Speaker speaker\_1: I want to know how much.

Speaker speaker\_0: It's \$1.99.

Speaker speaker\_1: Okay. Yeah, I want to enroll for both. Yeah, but I-

Speaker speaker\_0: Before we continue, is there anything else that you want to enroll into?

Speaker speaker\_1: The vision.

Speaker speaker\_0: O- uh, other than dental and vision, is there anything else that you want to enroll into before we continue?

Speaker speaker\_1: No, no, no. No.

Speaker speaker\_0: Thank you. Um, so that is a total of \$5.37 per week for those two plans. Do you authorize Resource to make these deductions?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. Anything else?

Speaker speaker\_1: No, it's fine.

Speaker speaker\_0: All right. Well, if that's everything, thanks again for calling and have a good day.

Speaker speaker\_1: Thank you. You too.

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

Speaker speaker\_1: Bye-bye.

Speaker speaker\_0: Okay.