

## 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, I missed your call. How can you help me? 00:00:12Okay. You said you missed a call from us? Sorry, please again. You said that you had missed a call from us? Yes. I miss the call. What? Was there any voicemail left or anything? What? Was there a voicemail left? My last name? No. W- was there a voice message left? Oh, no. I don't know. Okay. So, we are a plan administrator for health insurance benefits for staffing companies. If we tried to contact you, that's what that would be about. Do you work with a staffing company, ma'am? Um, Newly it will have been. Newly. W- okay. So, do you work with a staffing company, ma'am? Newly. N- Newly? U- U- Yes. That's the name of the staffing company? Yes. Okay, um, one moment. Okay. Is she smoking? Oh my. Okay. We do not work with a company called Newly Staffing. Are you sure that's the name of the company? Um, Focus Agency, Newly Company. Okay. Sorry, what- what was the name of the agency? Focus. Focus? Okay. All right then. Um, yeah, so we partner with Focus to offer health insurance benefits for their employees. Were you looking to enroll in any health insurance from Focus? Okay, thank you. I'm sorry, were you looking to enroll into anything from Focus or not? Mm-mm... I don't know. I don't- I don't get it. I don't understand. Okay, so the question is, do- do you want any health insurance from Focus or no? Um, yes, no. You do not want any insurance from Focus? Mm-hmm. Okay. All right then. Then, there's nothing further we can help you with. Thank you for calling and have a good day. You too. Bye. Bye now. And 00:02:43

### 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, I missed your call. How can you help me? 00:00:12Okay. You said you missed a call from us? Sorry, please again.

Speaker speaker\_0: You said that you had missed a call from us?

Speaker speaker\_1: Yes. I miss the call. What?

Speaker speaker\_0: Was there any voicemail left or anything?

Speaker speaker\_1: What?

Speaker speaker\_0: Was there a voicemail left?

Speaker speaker\_1: My last name?

Speaker speaker\_0: No. W- was there a voice message left?

Speaker speaker\_1: Oh, no. I don't know.

Speaker speaker\_0: Okay. So, we are a plan administrator for health insurance benefits for staffing companies. If we tried to contact you, that's what that would be about. Do you work with a staffing company, ma'am?

Speaker speaker\_1: Um, Newly it will have been. Newly.

Speaker speaker\_0: W- okay. So, do you work with a staffing company, ma'am?

Speaker speaker\_1: Newly. N-

Speaker speaker\_0: Newly?

Speaker speaker\_1: U- U- Yes.

Speaker speaker\_0: That's the name of the staffing company?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, um, one moment.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Is she smoking? Oh my.

Speaker speaker\_0: Okay. We do not work with a company called Newly Staffing. Are you sure that's the name of the company?

Speaker speaker\_1: Um, Focus Agency, Newly Company.

Speaker speaker\_0: Okay. Sorry, what- what was the name of the agency?

Speaker speaker\_1: Focus.

Speaker speaker\_0: Focus? Okay. All right then. Um, yeah, so we partner with Focus to offer health insurance benefits for their employees. Were you looking to enroll in any health insurance from Focus?

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: I'm sorry, were you looking to enroll into anything from Focus or not?

Speaker speaker\_1: Mm-mm... I don't know. I don't- I don't get it. I don't understand.

Speaker speaker\_0: Okay, so the question is, do- do you want any health insurance from Focus or no?

Speaker speaker\_1: Um, yes, no.

Speaker speaker\_0: You do not want any insurance from Focus?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Okay. All right then. Then, there's nothing further we can help you with. Thank you for calling and have a good day.

Speaker speaker\_1: You too. Bye.

Speaker speaker\_0: Bye now.

Speaker speaker\_2: And 00:02:43