

## **Transcript: Chris Sofield**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Chris. How can I help you today? Okay, good morning. This is, uh, Salome Bolanle or Bolanle Salome. So, I saw an email that I should call card number. I work with the Morales Group Card, so I hope there is no problem. Okay. So, you received an email advising you to get in contact with us from Morales Group? Um... Yes, that's what it... Yeah. Did it say... What- what exactly did the email say? Did it say anything about we needed to verify some information and then- No, they say we should do the verification before 30 days. 30 days verification. Okay. Um, so this... So, we are the enrollment administrator for the insurance benefits for Morales Group. Was it related... was the contact you received related to insurance benefits? Yes. Okay. Let me... let me take a look at your file and see what that would have been about. What's the last four of your Social? Okay. What's the last four of your Social? I need that to be able to help you out. Okay, the form. The bene- uh, no, come again. I do not understand. I need the last four numbers of your Social Security number in order to p- to locate your file to help you out. Okay, that is 9271. All right. And what was your first and last name again, sir? Mine is, uh, Bolanle. Salome Bolanle. Is that the- is that- is that the first name or the last name? The last name. And- and what's your first name, sir? The first name is Salome. Okay, thank you. Yeah. Can you please verify your address and your date of birth? Okay, my date of birth is, uh, May 6th, then, uh, September 9th, 1961. Okay. So, I'm sorry, what was the date of birth? You said May 6th and then you also said September 9th. Okay, no, I said May, May 6th. So, your... so, the date of birth is May 5th? Yeah. Okay, thank you. You're welcome. All right. And then, can you also please verify your address? Okay. My address is, uh, 1621 North Lutz Avenue, Fort 6222. And what city and state is that? What? Hello? What city and state is that address in, sir? It's at, uh, West Indiana. Okay, thank you. All right. Yeah. We have a phone on file for you at 317-246-0849. Is that correct? Yeah, it's correct. Yeah. Okay. Um... Okay, um, that, the... whatever communication you received must have been automated because I see nowhere where anyone in our office, um, k- uh, made any sort of contact to you or even accessed your file. Okay. So, I'm not sure what exactly that- that email was trying to tell you. Um... Okay. What- what I can tell you is that you are- you are currently eligible for health insurance benefits through Morales if you wish to enroll into those benefits. Um, but that is completely up to you on if you want to do that. Were you interested in enrolling in any insurance from them? No, even the work perm, I'm not going to work it long because of my age. The standing is too much. It's 10 hours standing, so I'm just working it for 10 probably, maybe three months, I'm going to stop it anyway. Okay, then. So yeah, there's... then- then there really isn't anything for me to look at to help you with then. Oh, no problem. Okay, no problem. Thank you. You're welcome. Have a good day. You too.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits and a Card. This is Chris. How can I help you today?

Speaker speaker\_2: Okay, good morning. This is, uh, Salome Bolanle or Bolanle Salome. So, I saw an email that I should call card number. I work with the Morales Group Card, so I hope there is no problem.

Speaker speaker\_1: Okay. So, you received an email advising you to get in contact with us from Morales Group? Um...

Speaker speaker\_2: Yes, that's what it... Yeah.

Speaker speaker\_1: Did it say... What- what exactly did the email say? Did it say anything about we needed to verify some information and then-

Speaker speaker\_2: No, they say we should do the verification before 30 days. 30 days verification.

Speaker speaker\_1: Okay. Um, so this... So, we are the enrollment administrator for the insurance benefits for Morales Group. Was it related... was the contact you received related to insurance benefits?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Let me... let me take a look at your file and see what that would have been about. What's the last four of your Social?

Speaker speaker\_2: Okay.

Speaker speaker\_1: What's the last four of your Social? I need that to be able to help you out.

Speaker speaker\_2: Okay, the form. The bene- uh, no, come again. I do not understand.

Speaker speaker\_1: I need the last four numbers of your Social Security number in order to p- to locate your file to help you out.

Speaker speaker\_2: Okay, that is 9271.

Speaker speaker\_1: All right. And what was your first and last name again, sir?

Speaker speaker\_2: Mine is, uh, Bolanle. Salome Bolanle.

Speaker speaker\_1: Is that the- is that- is that the first name or the last name?

Speaker speaker\_2: The last name.

Speaker speaker\_1: And- and what's your first name, sir?

Speaker speaker\_2: The first name is Salome.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Can you please verify your address and your date of birth?

Speaker speaker\_2: Okay, my date of birth is, uh, May 6th, then, uh, September 9th, 1961.

Speaker speaker\_1: Okay. So, I'm sorry, what was the date of birth? You said May 6th and then you also said September 9th.

Speaker speaker\_2: Okay, no, I said May, May 6th.

Speaker speaker\_1: So, your... so, the date of birth is May 5th?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_2: You're welcome.

Speaker speaker\_1: All right. And then, can you also please verify your address?

Speaker speaker\_2: Okay. My address is, uh, 1621 North Lutz Avenue, Fort 6222.

Speaker speaker\_1: And what city and state is that?

Speaker speaker\_2: What? Hello?

Speaker speaker\_1: What city and state is that address in, sir?

Speaker speaker\_2: It's at, uh, West Indiana.

Speaker speaker\_1: Okay, thank you. All right.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: We have a phone on file for you at 317-246-0849. Is that correct?

Speaker speaker\_2: Yeah, it's correct. Yeah.

Speaker speaker\_1: Okay. Um... Okay, um, that, the... whatever communication you received must have been automated because I see nowhere where anyone in our office, um, k- uh, made any sort of contact to you or even accessed your file.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So, I'm not sure what exactly that- that email was trying to tell you. Um...

Speaker speaker\_2: Okay.

Speaker speaker\_1: What- what I can tell you is that you are- you are currently eligible for health insurance benefits through Morales if you wish to enroll into those benefits. Um, but that is completely up to you on if you want to do that. Were you interested in enrolling in any insurance from them?

Speaker speaker\_2: No, even the work perm, I'm not going to work it long because of my age. The standing is too much. It's 10 hours standing, so I'm just working it for 10 probably, maybe three months, I'm going to stop it anyway.

Speaker speaker\_1: Okay, then. So yeah, there's... then- then there really isn't anything for me to look at to help you with then.

Speaker speaker\_2: Oh, no problem. Okay, no problem. Thank you.

Speaker speaker\_1: You're welcome. Have a good day.

Speaker speaker\_2: You too.