

## **Transcript: Chris Sofield**

**(deactivated)-5940122084229120-6134156660621312**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling ... card. This is Chris. How can I help you today? Hi, Chris. I had got a message to my phone. Um, I don't know what the message said though, because it was in complete Spanish, but I don't even speak Spanish. I'm not bilingual or anything. So, I literally have no idea what was texted to me, but it just had this number, so I- Okay. ... called it. All right. So we're a plan administrator for health insurance benefits for staffing companies. Do you work with a staffing company, sir? Yeah, I already... Yeah. Okay. What, um, what staffing company do you work with? I'm with Per- Partners Personnel. Okay. So, it could possibly be... Now, I'm not sure why you would have received the, the Spanish version of the text, but it most likely was a text advising that, um, as a new hire with Partners Personnel, you're eligible to enroll into health insurance, uh, benefits if you wish to do so. Oh, okay. Okay. That's cool. Yeah, that's- That's kind of cool that there's that- ... most likely. ... as an option. Yeah, that's most likely what it's about, but given that I don't speak Spanish myself, I unfortunately- Yeah. Oh my- ... wouldn't be able to tell you. ... what? . No, you're good. No, you're completely good. Um, if that's what it is, then I'll just call my worker and, um... 'Cause I know for sure she speaks... She's bilingual for sure. So if that's what it is, I'll just call her and figure out what it is. I'll probably go to her office anyway to pick up my check tomorrow, um, and I'll just kind of figure it out from there. But if that's what it is, then yeah, I'll just, I'll just figure it out at her office tomorrow. But I do appreciate that. But yeah, I, I don't speak Spanish, sir. So it's, it's no big deal to me. No, no problem. Yeah. It's possible just a system glitch that sent the wrong message to you. Um, but yeah. Yeah. If you can get someone to translate that for you, I'm almost certain that's what it would be, but if that is what it is and you do wish to enroll in ins- any, um, insurance benefits, you can just give us a call back. We're here Monday through Friday, 8:00 to 8:00. Okay. Sounds good. Thank you. For sure. Yes, sir. Uh, thanks for calling and have a good day. You too as well. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling

Speaker speaker\_2: ... card. This is Chris. How can I help you today?

Speaker speaker\_3: Hi, Chris. I had got a message to my phone. Um, I don't know what the message said though, because it was in complete Spanish, but I don't even speak Spanish.

I'm not bilingual or anything. So, I literally have no idea what was texted to me, but it just had this number, so I-

Speaker speaker\_1: Okay.

Speaker speaker\_3: ... called it.

Speaker speaker\_1: All right. So we're a plan administrator for health insurance benefits for staffing companies. Do you work with a staffing company, sir?

Speaker speaker\_3: Yeah, I already... Yeah.

Speaker speaker\_1: Okay. What, um, what staffing company do you work with?

Speaker speaker\_3: I'm with Per- Partners Personnel.

Speaker speaker\_1: Okay. So, it could possibly be... Now, I'm not sure why you would have received the, the Spanish version of the text, but it most likely was a text advising that, um, as a new hire with Partners Personnel, you're eligible to enroll into health insurance, uh, benefits if you wish to do so.

Speaker speaker\_3: Oh, okay. Okay. That's cool.

Speaker speaker\_1: Yeah, that's-

Speaker speaker\_3: That's kind of cool that there's that-

Speaker speaker\_1: ... most likely.

Speaker speaker\_3: ... as an option.

Speaker speaker\_1: Yeah, that's most likely what it's about, but given that I don't speak Spanish myself, I unfortunately-

Speaker speaker\_3: Yeah. Oh my-

Speaker speaker\_1: ... wouldn't be able to tell you.

Speaker speaker\_3: ... what? . No, you're good. No, you're completely good. Um, if that's what it is, then I'll just call my worker and, um... 'Cause I know for sure she speaks... She's bilingual for sure. So if that's what it is, I'll just call her and figure out what it is. I'll probably go to her office anyway to pick up my check tomorrow, um, and I'll just kind of figure it out from there. But if that's what it is, then yeah, I'll just, I'll just figure it out at her office tomorrow. But I do appreciate that. But yeah, I, I don't speak Spanish, sir. So it's, it's no big deal to me.

Speaker speaker\_1: No, no problem. Yeah. It's possible just a system glitch that sent the wrong message to you. Um, but yeah.

Speaker speaker\_3: Yeah.

Speaker speaker\_1: If you can get someone to translate that for you, I'm almost certain that's what it would be, but if that is what it is and you do wish to enroll in ins- any, um, insurance benefits, you can just give us a call back. We're here Monday through Friday, 8:00 to 8:00.

Speaker speaker\_3: Okay. Sounds good. Thank you. For sure.

Speaker speaker\_1: Yes, sir. Uh, thanks for calling and have a good day.

Speaker speaker\_3: You too as well. Bye-bye.