

## Transcript: Chris Sofield

(deactivated)-6037271003840512-4740579843424256

### Full Transcript

Thank you for calling Benefits on a Card. This is Chris. How can I help you? Yes, my name is Andre Griffin. I got a call earlier from, uh, Francesca, uh, regarding my, um, regarding my life insurance policy, uh, with Mega Force 7. Okay. Um, let's see here. Let me see if I can pull your file and see what that call was about. What's the last four of your Social? Uh, 1126. And- I mean, I can, I can give you information what it was about. Um, I pretty much got a, a policy for myself and, um, uh, my family, which is my wife and kids. Got it. But, um, I didn't provide their names or, um, you know, their, their personal information to put on file. That's what it was. Okay. All right. Let me pull your, your file up and see if we can get that done for you. Um, Mr. Griffin, can you verify your address and your date of birth for me please? Yes. Um, my address on file should be 600 Glendale Drive, Apartment B3, Greenville, North Carolina, 27834. Mm-hmm. And my date of birth is 5-27-92. Thank you. Um, let's see here. And then we have a phone number on file is 252-250-7513? That's correct. Okay. Yeah. I do see here that. Okay, one moment. All right, and then let's go ahead and get your dependent's information on here. Um, what is your spouse's first and last name? Uh, my spouse is, uh... Damn, sorry. Shanazia Harris-Griffin. Do I need to spell the first name for you? Is it S-H-A-N-A-Z-I-A? Yes, it is. Oh, okay. And then, do you have her Social? No, I did not have her Social. I'll have to get it for you. Oh. That's fine. You can, you can always give us a call back with that information. And then, uh, what's her date of birth? Uh, 11-21-91. All right. Yeah. And then how many children are we covering? Uh, two. Two. All right. What's the first one's name? Uh, Lilyanna Dobson. How about L-I-B-Y- L-I-L-Y... No, L-I-L-Y-A-N-N-A. A-N-N-A. Okay. And you said Dobson? Yes. D-O-B-S-O-N. Got it. And then her date of birth? Uh, 6-15-17. All right, and then the second child? Yeah, uh, Nadrea Griffin. It'll be N-A-D-E-R-E-A. Okay. And then date of birth? Uh, 6-15-23. All right. All right, I've got them... I've got them added on to your life insurance policy, so that's taken care of. Just give us a call back with their Socials when you do have that information, um, and we're good to go. Okay. Anything else? Uh, no, that's it. All right. Well, that's everything. Thanks again for calling and have a wonderful day. All right. Thank you. You're welcome. Bye now.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Chris. How can I help you?

Speaker speaker\_1: Yes, my name is Andre Griffin. I got a call earlier from, uh, Francesca, uh, regarding my, um, regarding my life insurance policy, uh, with Mega Force 7.

Speaker speaker\_0: Okay. Um, let's see here. Let me see if I can pull your file and see what that call was about. What's the last four of your Social?

Speaker speaker\_1: Uh, 1126.

Speaker speaker\_0: And-

Speaker speaker\_1: I mean, I can, I can give you information what it was about. Um, I pretty much got a, a policy for myself and, um, uh, my family, which is my wife and kids.

Speaker speaker\_0: Got it.

Speaker speaker\_1: But, um, I didn't provide their names or, um, you know, their, their personal information to put on file. That's what it was.

Speaker speaker\_0: Okay. All right. Let me pull your, your file up and see if we can get that done for you. Um, Mr. Griffin, can you verify your address and your date of birth for me please?

Speaker speaker\_1: Yes. Um, my address on file should be 600 Glendale Drive, Apartment B3, Greenville, North Carolina, 27834.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: And my date of birth is 5-27-92.

Speaker speaker\_0: Thank you. Um, let's see here. And then we have a phone number on file is 252-250-7513?

Speaker speaker\_1: That's correct.

Speaker speaker\_0: Okay. Yeah. I do see here that. Okay, one moment. All right, and then let's go ahead and get your dependent's information on here. Um, what is your spouse's first and last name?

Speaker speaker\_1: Uh, my spouse is, uh... Damn, sorry. Shanazia Harris-Griffin. Do I need to spell the first name for you?

Speaker speaker\_0: Is it S-H-A-N-A-Z-I-A?

Speaker speaker\_1: Yes, it is.

Speaker speaker\_0: Oh, okay. And then, do you have her Social?

Speaker speaker\_1: No, I did not have her Social. I'll have to get it for you.

Speaker speaker\_0: Oh. That's fine. You can, you can always give us a call back with that information. And then, uh, what's her date of birth?

Speaker speaker\_1: Uh, 11-21-91.

Speaker speaker\_0: All right.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: And then how many children are we covering?

Speaker speaker\_1: Uh, two.

Speaker speaker\_0: Two. All right. What's the first one's name?

Speaker speaker\_1: Uh, Lilyanna Dobson.

Speaker speaker\_0: How about L-I-B-Y-

Speaker speaker\_1: L-I-L-Y... No, L-I-L-Y-A-N-N-A.

Speaker speaker\_0: A-N-N-A. Okay. And you said Dobson?

Speaker speaker\_1: Yes. D-O-B-S-O-N.

Speaker speaker\_0: Got it. And then her date of birth?

Speaker speaker\_1: Uh, 6-15-17.

Speaker speaker\_0: All right, and then the second child?

Speaker speaker\_1: Yeah, uh, Nadrea Griffin. It'll be N-A-D-E-R-E-A.

Speaker speaker\_0: Okay. And then date of birth?

Speaker speaker\_1: Uh, 6-15-23.

Speaker speaker\_0: All right. All right, I've got them... I've got them added on to your life insurance policy, so that's taken care of. Just give us a call back with their Socials when you do have that information, um, and we're good to go.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Anything else?

Speaker speaker\_1: Uh, no, that's it.

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

Speaker speaker\_1: All right. Thank you.

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