

## **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? Hi. Um, my name is Tatiana McLean. I was just trying to start my benefits today. Okay. What staffing company do you work with? Um, Purdue. Through Personal Resources. Uh, Personal Resources is the name of the staffing company? Mm-hmm. One moment. Uh, we, we don't work with a company called Personal Resources. Are you sure that's the name of the staffing company? Um, give me one second. Let me double-check. Resources Personnel? Maybe I got it backwards. Hm. Yeah, we- Give me one second. ... that still isn't a, that still isn't, uh, the name of, of any company we partner with. Partner's Personnel, you guys don't partner with? Okay. Partner's Personnel, yes, we do. I, I, I was hearing, uh, Personal Resources and then Resources Personnel- Oh. I see. ... so I, I was hearing- Yeah. ... not Partner Personnel. Oh. Partner's Personnel, yeah. All right. Uh, what's the last four of your Social, ma'am? 1444. And your first and last... Oh, sorry. You said that already. It was, uh, Tat- uh, Tatiana. What was the last name again? McLean. McLean. One moment. McLean. All right. Are you a brand-new hire with Partner's Personnel, Ms. McLean? No. Um, I've been there for probably a month now. Okay. And you said the last four of your Social was 4444? 1444. Okay. I heard you incorrectly then, my apologies. All right. Can you verify your address and your date of birth for me please? 40 Colonial Court in Colonial Heights, Virginia, 23834-8593. Okay. Uh, we have a phone on file of 804-636-8336. Is that correct? Um, yes. Okay. All right. Looking at your file here, looks like you are still definitely within your window. You're good until, uh, November 20th. Now, um, uh, just a quick question. Have you had a chance to review any of the information for the benefits that Partner's Personnel offers? Uh, no. Okay. Uh, because you do still have some time, if you want, I can send you an information packet via email that goes over what Partner's Personnel has to offer, give you an idea of what plans are available, how much everything will cost coming out of your check every week, uh, what kinds of services are covered and all of that information. Uh, you can just give that a read-through and then, uh, give us a call back once you have an idea of what you want. Okay, that sounds great. Okay. Uh, we have your email on file. It's tatianaboykin@yahoo.com. Is that correct? Yes, that's correct. Okay. I'll send you this information packet. This is coming from info@benefitsandacard.com. If you don't see this in your inbox, check your spam folder. It might have gotten filtered there. Uh, just give it a read-through and then give us a call back once you have an idea of what you want. All right. Thank you so much. You're welcome. Thanks again for calling, and have a wonderful day. You too. Bye-bye. Mm-hmm. Bye now.

### **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: Hi. Um, my name is Tatiana McLean. I was just trying to start my benefits today.

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

Speaker speaker\_2: Um, Purdue. Through Personal Resources.

Speaker speaker\_1: Uh, Personal Resources is the name of the staffing company?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: One moment. Uh, we, we don't work with a company called Personal Resources. Are you sure that's the name of the staffing company?

Speaker speaker\_2: Um, give me one second. Let me double-check. Resources Personnel? Maybe I got it backwards.

Speaker speaker\_1: Hm. Yeah, we-

Speaker speaker\_2: Give me one second.

Speaker speaker\_1: ... that still isn't a, that still isn't, uh, the name of, of any company we partner with.

Speaker speaker\_2: Partner's Personnel, you guys don't partner with?

Speaker speaker\_1: Okay. Partner's Personnel, yes, we do. I, I, I was hearing, uh, Personal Resources and then Resources Personnel-

Speaker speaker\_2: Oh. I see.

Speaker speaker\_1: ... so I, I was hearing-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... not Partner Personnel.

Speaker speaker\_2: Oh. Partner's Personnel, yeah.

Speaker speaker\_1: All right. Uh, what's the last four of your Social, ma'am?

Speaker speaker\_2: 1444.

Speaker speaker\_1: And your first and last... Oh, sorry. You said that already. It was, uh, Tat-uh, Tatiana. What was the last name again?

Speaker speaker\_2: McLean.

Speaker speaker\_1: McLean. One moment.

Speaker speaker\_2: McLean.

Speaker speaker\_1: All right. Are you a brand-new hire with Partner's Personnel, Ms. McLean?

Speaker speaker\_2: No. Um, I've been there for probably a month now.

Speaker speaker\_1: Okay. And you said the last four of your Social was 4444?

Speaker speaker\_2: 1444.

Speaker speaker\_1: Okay. I heard you incorrectly then, my apologies. All right. Can you verify your address and your date of birth for me please?

Speaker speaker\_2: 40 Colonial Court in Colonial Heights, Virginia, 23834-8593.

Speaker speaker\_1: Okay. Uh, we have a phone on file of 804-636-8336. Is that correct?

Speaker speaker\_2: Um, yes.

Speaker speaker\_1: Okay. All right. Looking at your file here, looks like you are still definitely within your window. You're good until, uh, November 20th. Now, um, uh, just a quick question. Have you had a chance to review any of the information for the benefits that Partner's Personnel offers?

Speaker speaker\_2: Uh, no.

Speaker speaker\_1: Okay. Uh, because you do still have some time, if you want, I can send you an information packet via email that goes over what Partner's Personnel has to offer, give you an idea of what plans are available, how much everything will cost coming out of your check every week, uh, what kinds of services are covered and all of that information. Uh, you can just give that a read-through and then, uh, give us a call back once you have an idea of what you want.

Speaker speaker\_2: Okay, that sounds great.

Speaker speaker\_1: Okay. Uh, we have your email on file. It's tatianaboykin@yahoo.com. Is that correct?

Speaker speaker\_2: Yes, that's correct.

Speaker speaker\_1: Okay. I'll send you this information packet. This is coming from info@benefitsandacard.com. If you don't see this in your inbox, check your spam folder. It might have gotten filtered there. Uh, just give it a read-through and then give us a call back once you have an idea of what you want.

Speaker speaker\_2: All right. Thank you so much.

Speaker speaker\_1: You're welcome. Thanks again for calling, and have a wonderful day.

Speaker speaker\_2: You too. Bye-bye.

Speaker speaker\_1: Mm-hmm. Bye now.