

## **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 in a Card. This is Chris. How can I help you today? Uh, yes. I'm calling, um, to decline the, um, insurance that you guys offer through a temp agency. Okay. And what's the temp agency? Thurge Staffing in St. Mary's, Ohio. Okay. Last four of your Social? 7433. All right. And first and last name? Max Wolfgang. Okay, Mr. Wolfgang, could you verify your address and your date of birth for me? Yes, it's, um, 5687, and my address would be 144 Maple Groves Avenue, St. Mary's, Ohio, 45885. Uh, we have a different address on file, one in Cincinnati. Cincinnati, Ohio? Yes. No. Max Wolfgang? Y- yes, sir. I have, I have your file pulled up but the address that's on file is not the one that you've, that you've given me. Oh, I'm not sure why it's Cincinnati. I'm not even in Cincinnati or even close. Have you ever lived in Cincinnati in the past? No. Okay. Hmm. That's weird. Okay. What was, uh, what was your address one more time? 144 Maple Grove Avenue, and that's in St. Mary's, St. Mary's, Ohio. And the zip? 45885. Thank you. Yep. Should I go to my staffing agency and see if that's... That shouldn't be right. Yeah, I would, I would double check to make sure that it, that it's the Maple Grove address in St. Mary's as well with them. Um, but alright- Yeah. ... we've gone ahead and opted you out of automatic enrollment. You are good to go. Anything else? No, that'll be it. I appreciate it. No problem. Thank you. Yeah. Have a good one. Have a good day. You too. 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 Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker\_2: Uh, yes. I'm calling, um, to decline the, um, insurance that you guys offer through a temp agency.

Speaker speaker\_1: Okay. And what's the temp agency?

Speaker speaker\_2: Thurge Staffing in St. Mary's, Ohio.

Speaker speaker\_1: Okay. Last four of your Social?

Speaker speaker\_2: 7433.

Speaker speaker\_1: All right. And first and last name?

Speaker speaker\_2: Max Wolfgang.

Speaker speaker\_1: Okay, Mr. Wolfgang, could you verify your address and your date of birth for me?

Speaker speaker\_2: Yes, it's, um, 5687, and my address would be 144 Maple Groves Avenue, St. Mary's, Ohio, 45885.

Speaker speaker\_1: Uh, we have a different address on file, one in Cincinnati.

Speaker speaker\_2: Cincinnati, Ohio?

Speaker speaker\_1: Yes.

Speaker speaker\_2: No. Max Wolfgang?

Speaker speaker\_1: Y- yes, sir. I have, I have your file pulled up but the address that's on file is not the one that you've, that you've given me.

Speaker speaker\_2: Oh, I'm not sure why it's Cincinnati. I'm not even in Cincinnati or even close.

Speaker speaker\_1: Have you ever lived in Cincinnati in the past?

Speaker speaker\_2: No.

Speaker speaker\_1: Okay. Hmm.

Speaker speaker\_2: That's weird.

Speaker speaker\_1: Okay. What was, uh, what was your address one more time?

Speaker speaker\_2: 144 Maple Grove Avenue, and that's in St. Mary's, St. Mary's, Ohio.

Speaker speaker\_1: And the zip?

Speaker speaker\_2: 45885.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: Yep. Should I go to my staffing agency and see if that's... That shouldn't be right.

Speaker speaker\_1: Yeah, I would, I would double check to make sure that it, that it's the Maple Grove address in St. Mary's as well with them. Um, but alright-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... we've gone ahead and opted you out of automatic enrollment. You are good to go. Anything else?

Speaker speaker\_2: No, that'll be it. I appreciate it.

Speaker speaker\_1: No problem. Thank you.

Speaker speaker\_2: Yeah. Have a good one.

Speaker speaker\_1: Have a good day.

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