

## **Transcript: Chris Sofield**

**(deactivated)-6226663010516992-6402564536975360**

### **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, this is Antoine Cook. I wanted to know, do I have, um, dental? 'Cause I got an abscess and I ain't got no \$300 and something dollars for no, for no, um, appoint- um, yeah, I just wanna know there, do I got dental? Okay. What staffing company do you work with? Huh? What staffing company do you work with, sir? MAU. Thank you. And the last four of your Social? It's, uh, 7844. Thank you. Mr. Cook, could you verify your address and your date of birth for me, please? December 8th, 1981. And my address is 64 Raceland Drive. No, it's 642 Raceland Drive. And I'm, I'm trying to talk with a, with a, with an abscess in my mouth. I understand, sir. Um, I do need you to verify the city, state and zip for your address as well though. It's, uh, Townville and 296- oh, it's seven- All right, tell them I said that. Hello? Uh, yes, ma'am. Hello? I need... Yes, ma'am. I need Mr. Cook to verify his address, including city, state and zip. 642 Raceland Drive in Townsville, South Carolina 29689. Thank you. You're welcome. And then we have a phone number- It hurts for me to talk. I understand. Huh? But this is... I understand. Um, you have a phone number on file, 213-448-3785; is that correct? Yes, ma'am. Yes, sir. And an email on file of 81antoinecook@gmail.com? Yes, sir. Okay. So, let me... What I should be able to do, because I do see here that he has dental insurance, I should be able to pull- Yes, can you- ... a copy of his... I should be able to pull up a copy of his dental ID card and email that directly on over to him to get that information to him as quickly as possible, okay? Okay. He does have dental insurance? He does have dental insurance. Okay, thank you. Thank you. You're welcome. Was there anything else? You have a nice day. No, that'd be it. Thanks. All right, have a good day. Y- you too, bye-bye. - Bye. You got a dental insurance. I work here for the health plan. You're going to have to email that information, your social security number and email. Where they gonna put us at with that, with that lady? You sure we can go back there? You sure can't send nobody? We got to wait. Or we can-

### **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, this is Antoine Cook. I wanted to know, do I have, um, dental? 'Cause I got an abscess and I ain't got no \$300 and something dollars for no, for no, um, appoint- um, yeah, I just wanna know there, do I got dental?

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

Speaker speaker\_2: Huh?

Speaker speaker\_1: What staffing company do you work with, sir?

Speaker speaker\_2: MAU.

Speaker speaker\_1: Thank you. And the last four of your Social?

Speaker speaker\_2: It's, uh, 7844.

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

Speaker speaker\_2: December 8th, 1981. And my address is 64 Raceland Drive. No, it's 642 Raceland Drive. And I'm, I'm trying to talk with a, with a, with an abscess in my mouth.

Speaker speaker\_1: I understand, sir. Um, I do need you to verify the city, state and zip for your address as well though.

Speaker speaker\_2: It's, uh, Townville and 296- oh, it's seven- All right, tell them I said that.

Speaker speaker\_3: Hello?

Speaker speaker\_1: Uh, yes, ma'am.

Speaker speaker\_3: Hello?

Speaker speaker\_1: I need... Yes, ma'am. I need Mr. Cook to verify his address, including city, state and zip.

Speaker speaker\_3: 642 Raceland Drive in Townsville, South Carolina 29689.

Speaker speaker\_1: Thank you.

Speaker speaker\_3: You're welcome.

Speaker speaker\_1: And then we have a phone number-

Speaker speaker\_3: It hurts for me to talk.

Speaker speaker\_1: I understand.

Speaker speaker\_3: Huh?

Speaker speaker\_1: But this is... I understand. Um, you have a phone number on file, 213-448-3785; is that correct?

Speaker speaker\_3: Yes, ma'am. Yes, sir.

Speaker speaker\_1: And an email on file of 81antoinecook@gmail.com?

Speaker speaker\_3: Yes, sir.

Speaker speaker\_1: Okay. So, let me... What I should be able to do, because I do see here that he has dental insurance, I should be able to pull-

Speaker speaker\_3: Yes, can you-

Speaker speaker\_1: ... a copy of his... I should be able to pull up a copy of his dental ID card and email that directly on over to him to get that information to him as quickly as possible, okay?

Speaker speaker\_3: Okay. He does have dental insurance?

Speaker speaker\_1: He does have dental insurance.

Speaker speaker\_3: Okay, thank you.

Speaker speaker\_2: Thank you.

Speaker speaker\_1: You're welcome. Was there anything else?

Speaker speaker\_3: You have a nice day. No, that'd be it. Thanks.

Speaker speaker\_1: All right, have a good day.

Speaker speaker\_3: Y- you too, bye-bye. -

Speaker speaker\_1: Bye.

Speaker speaker\_3: You got a dental insurance.

Speaker speaker\_2: I work here for the health plan.

Speaker speaker\_3: You're going to have to email that information, your social security number and email.

Speaker speaker\_2: Where they gonna put us at with that, with that lady? You sure we can go back there? You sure can't send nobody? We got to wait. Or we can-