

## **Transcript: Chris Sofield**

**(deactivated)-6254991893807104-5310182437896192**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling . This is Chris. How can I help you today? Wha- what is this for? Benefits in a card. We are a plan administrator for health insurance benefits for staffing company, sir. Oh, yeah. Is... um, yes, I got a thing from, um, from personal staff, and they told me to call you guys. Okay. So it sounds like that was an automated text that advised you that you may be eligible for health insurance benefits through the staffing company. Um, if you're looking for... if you're looking to enroll in those kind of benefits, then we would be who you would call for that. If you're not looking for that kind of insurance benefit, though, you can just disregard that text message. Completely up to you. Okay. All right. Thank you. You're welcome. Have a good day.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling . This is Chris. How can I help you today?

Speaker speaker\_2: Wha- what is this for?

Speaker speaker\_1: Benefits in a card. We are a plan administrator for health insurance benefits for staffing company, sir.

Speaker speaker\_2: Oh, yeah. Is... um, yes, I got a thing from, um, from personal staff, and they told me to call you guys.

Speaker speaker\_1: Okay. So it sounds like that was an automated text that advised you that you may be eligible for health insurance benefits through the staffing company. Um, if you're looking for... if you're looking to enroll in those kind of benefits, then we would be who you would call for that. If you're not looking for that kind of insurance benefit, though, you can just disregard that text message. Completely up to you.

Speaker speaker\_2: Okay. All right. Thank you.

Speaker speaker\_1: You're welcome. Have a good day.