

## **Transcript: Chris Sofield (deactivated)-6283588532224000-5672850692292608**

### **Full Transcript**

Your call may be monitored- Hello. ... or recorded for quality assurance purposes. Hello? Hi, good afternoon. Can I speak with Scott Poole? This is. Hi, Mr. Poole. My name is Chris. I'm with Benefits and a Card. How are you doing today, sir? Okay. That's good to hear. Um, before we continue, this call is being recorded for quality assurance and training purposes. I'm calling, uh, returning a voicemail you left with us over the holiday about, um, wanting to make sure that you keep your insurance. Yeah. Yeah. That's right. Okay. Um- Is it Passport? I'm sorry? Is it Passport? Passport? Yeah. Like, d- do you mean, like, has open enrollment ended? No. I mean, is like Passport Insurance? Oh, no, no, no. No. This, uh, pa-... We, we have nothing to do with Passports or anything like that. We're a- Oh. ... plan administrator for, for the insurance benefits for staffing companies. Do you work with a staffing company, sir? Yeah. Crown Line, but that's... I got let go on... They, they used... There's a warehouse. They were running out of work. Okay. All right. Yeah. So- So, so- Yeah. ... yeah, that's, that's, that's who we partner with. We would partner with- All right. Thanks. ... Crown to offer the insurance benefits, but we have nothing to do with Passport or whatever that is. Yeah. Yeah. I'm good. I appreciate the call though. Thanks a lot. No problem. Thanks for taking the time to speak with me. Have a good day.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored-

Speaker speaker\_1: Hello.

Speaker speaker\_0: ... or recorded for quality assurance purposes.

Speaker speaker\_1: Hello?

Speaker speaker\_2: Hi, good afternoon. Can I speak with Scott Poole?

Speaker speaker\_1: This is.

Speaker speaker\_2: Hi, Mr. Poole. My name is Chris. I'm with Benefits and a Card. How are you doing today, sir?

Speaker speaker\_1: Okay.

Speaker speaker\_2: That's good to hear. Um, before we continue, this call is being recorded for quality assurance and training purposes. I'm calling, uh, returning a voicemail you left with

us over the holiday about, um, wanting to make sure that you keep your insurance.

Speaker speaker\_1: Yeah. Yeah. That's right.

Speaker speaker\_2: Okay. Um-

Speaker speaker\_1: Is it Passport?

Speaker speaker\_2: I'm sorry?

Speaker speaker\_1: Is it Passport?

Speaker speaker\_2: Passport?

Speaker speaker\_1: Yeah.

Speaker speaker\_2: Like, d- do you mean, like, has open enrollment ended?

Speaker speaker\_1: No. I mean, is like Passport Insurance?

Speaker speaker\_2: Oh, no, no, no. No. This, uh, pa-... We, we have nothing to do with Passports or anything like that. We're a-

Speaker speaker\_1: Oh.

Speaker speaker\_2: ... plan administrator for, for the insurance benefits for staffing companies. Do you work with a staffing company, sir?

Speaker speaker\_1: Yeah. Crown Line, but that's... I got let go on... They, they used... There's a warehouse. They were running out of work.

Speaker speaker\_2: Okay. All right. Yeah.

Speaker speaker\_1: So-

Speaker speaker\_2: So, so-

Speaker speaker\_1: Yeah.

Speaker speaker\_2: ... yeah, that's, that's, that's who we partner with. We would partner with-

Speaker speaker\_1: All right. Thanks.

Speaker speaker\_2: ... Crown to offer the insurance benefits, but we have nothing to do with Passport or whatever that is.

Speaker speaker\_1: Yeah. Yeah. I'm good. I appreciate the call though. Thanks a lot.

Speaker speaker\_2: No problem. Thanks for taking the time to speak with me. Have a good day.