

## **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 Card. This is Chris. How can I help you today? Hi. Yes. Um, my name is Virginia Hill and I was wanting to, I guess, change my insurance plan or benefits, whatever it's called. Okay. What staffing company do you work with? My work? Yeah. What staffing company do you work with? Um... It's NHC Healthcare. NHC Healthcare? Yes. Okay. Um, are you a direct hire with NHC or are you a temp with them? Direct. Okay. So unfortunately we would not be able to assist you. We only partner with staffing companies and temp agencies who offer their em- their temp employees benefits. Oh, okay. All right. Have a good day, ma'am. Thank you.

### **Conversation Format**

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

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

Speaker speaker\_2: Hi. Yes. Um, my name is Virginia Hill and I was wanting to, I guess, change my insurance plan or benefits, whatever it's called.

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

Speaker speaker\_2: My work?

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

Speaker speaker\_2: Um... It's NHC Healthcare.

Speaker speaker\_1: NHC Healthcare?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Um, are you a direct hire with NHC or are you a temp with them?

Speaker speaker\_2: Direct.

Speaker speaker\_1: Okay. So unfortunately we would not be able to assist you. We only partner with staffing companies and temp agencies who offer their em- their temp employees benefits.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: All right. Have a good day, ma'am.

Speaker speaker\_2: Thank you.