

Transcript: Chris Sofield

(deactivated)-6579494099304448-4736073038512128

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, I was just wondering, I'm getting some benefits taking on my paycheck. I guess I was wondering what benefits were they? Oh, okay. Um... What staffing company do you work with? Serves. Okay. And the last four of your Social? 7498. Okay. Your first and last name? Dennis Torres. Thank you, Mr. Torres. Could you verify your address and date of birth, please? Um, I just changed my address on record. Is it updated yet? It should be 5 Highland Meadow Drive, Highland Heights, Kentucky. Okay. We have a different address on file. Uh, you got 421 Lindsay Street, Newport, Kentucky. Yes, that's the one that we have. Uh, we can go ahead and update that. What's the new address one more time? Uh, let me Right. Oh, one second. You hear me? Yes, sir. Um, let me see if I can remember that address now. Okay. 5 Highland... 5 Highland Meadow, M-E-A-D-O-W Drive. Highland Heights, H-E-I-G-H-T-S Apartment 6. Okay. And the city, state and zip? Uh, City is Highland Heights, Kentucky. Now, where the fuck is... 4107. I'm sorry, it cut out. What was that? 41017. It's still cutting out. I hear 410 and then I can't- I'm glad ... you made the rest. Oh. 017. Okay, thank you. Enrollment. So 41017? Yes. Okay. And that's site, like, site 6. Apartment 6. Okay. And then what's your date of birth? June 18, 1994. Thank you. We have a phone number on file for you at 438-4039. Is that correct? Yes. Okay. And then, let's see here. Looks like, looks like this, uh, enrollment happened due to a, uh, looks like a court order, sir. Oh, okay. Okay. So that's why... So I'm paying like insurance for my kids? Uh, yes, sir. Oh, okay. Okay. Okay. I was just wondering what that was. All right. Anything else? No, that will be all. All right. Thanks again for calling and have a wonderful day. You too. All right. Bye now.

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, I was just wondering, I'm getting some benefits taking on my paycheck. I guess I was wondering what benefits were they?

Speaker speaker_1: Oh, okay. Um... What staffing company do you work with?

Speaker speaker_2: Serves.

Speaker speaker_1: Okay. And the last four of your Social?

Speaker speaker_2: 7498.

Speaker speaker_1: Okay. Your first and last name?

Speaker speaker_2: Dennis Torres.

Speaker speaker_1: Thank you, Mr. Torres. Could you verify your address and date of birth, please?

Speaker speaker_2: Um, I just changed my address on record. Is it updated yet? It should be 5 Highland Meadow Drive, Highland Heights, Kentucky.

Speaker speaker_1: Okay. We have a different address on file.

Speaker speaker_2: Uh, you got 421 Lindsay Street, Newport, Kentucky.

Speaker speaker_1: Yes, that's the one that we have. Uh, we can go ahead and update that. What's the new address one more time?

Speaker speaker_2: Uh, let me Right. Oh, one second. You hear me?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Um, let me see if I can remember that address now. Okay. 5 Highland... 5 Highland Meadow, M-E-A-D-O-W Drive. Highland Heights, H-E-I-G-H-T-S Apartment 6.

Speaker speaker_1: Okay. And the city, state and zip?

Speaker speaker_2: Uh, City is Highland Heights, Kentucky. Now, where the fuck is... 4107.

Speaker speaker_1: I'm sorry, it cut out. What was that?

Speaker speaker_2: 41017.

Speaker speaker_1: It's still cutting out. I hear 410 and then I can't- I'm glad ... you made the rest.

Speaker speaker_2: Oh. 017.

Speaker speaker_1: Okay, thank you. Enrollment. So 41017?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay.

Speaker speaker_2: And that's site, like, site 6. Apartment 6.

Speaker speaker_1: Okay. And then what's your date of birth?

Speaker speaker_2: June 18, 1994.

Speaker speaker_1: Thank you. We have a phone number on file for you at 438-4039. Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And then, let's see here. Looks like, looks like this, uh, enrollment happened due to a, uh, looks like a court order, sir.

Speaker speaker_2: Oh, okay. Okay. So that's why... So I'm paying like insurance for my kids?

Speaker speaker_1: Uh, yes, sir.

Speaker speaker_2: Oh, okay. Okay. Okay. I was just wondering what that was.

Speaker speaker_1: All right. Anything else?

Speaker speaker_2: No, that will be all.

Speaker speaker_1: All right. Thanks again for calling and have a wonderful day.

Speaker speaker_2: You too.

Speaker speaker_1: All right. Bye now.