

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 on a Card. This is Chris. How can I help you today? Good morning, Chris. Um, I was calling because I needed to make a payment on my insurance, because- Okay. ... I did not get a paycheck last week. Okay. What staffing company do you work with? I work for Partners Personnel. Partners. Got it. And then the last four of your social? 9121... Thank you. Your first and last name? David Romero. Thank you. Mr. Romero, could you verify your address and date of birth for me please? 13686 East Evans Avenue, Aurora 814, and my... And what? My birthdate? Yes, your date of birth. Uh, uh, 7/15/63. Thank you. And we have a phone number on file of 431-3026. Is that correct? Yes, that is correct. Okay. Um, let's see here. Our system shows that no payment is necessary for this week. It looks like there was a deduction out of a paycheck last week for this. Yes. Oh, so do I need to call next week or...? Yeah, I, I would suggest giving us a call next week. We can check to see if a, uh, if a payment's necessary at that point. Okay. All right. Well, thanks. Just double-checking, so... No problem. Yeah. That's all I needed. That'll be all. All right. Thank you. Thank you. You're welcome. Thanks again for calling. Uh-huh. Have a good day. Okay. You too. Bye-bye. 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 on a Card. This is Chris. How can I help you today?

Speaker speaker_2: Good morning, Chris. Um, I was calling because I needed to make a payment on my insurance, because-

Speaker speaker_1: Okay.

Speaker speaker_2: ... I did not get a paycheck last week.

Speaker speaker_1: Okay. What staffing company do you work with?

Speaker speaker_2: I work for Partners Personnel.

Speaker speaker_1: Partners. Got it. And then the last four of your social?

Speaker speaker_2: 9121...

Speaker speaker_1: Thank you. Your first and last name?

Speaker speaker_2: David Romero.

Speaker speaker_1: Thank you. Mr. Romero, could you verify your address and date of birth for me please?

Speaker speaker_2: 13686 East Evans Avenue, Aurora 814, and my... And what? My birthdate?

Speaker speaker_1: Yes, your date of birth.

Speaker speaker_2: Uh, uh, 7/15/63.

Speaker speaker_1: Thank you. And we have a phone number on file of 431-3026. Is that correct?

Speaker speaker_2: Yes, that is correct.

Speaker speaker_1: Okay. Um, let's see here. Our system shows that no payment is necessary for this week. It looks like there was a deduction out of a paycheck last week for this.

Speaker speaker_2: Yes. Oh, so do I need to call next week or...?

Speaker speaker_1: Yeah, I, I would suggest giving us a call next week. We can check to see if a, uh, if a payment's necessary at that point.

Speaker speaker_2: Okay. All right. Well, thanks. Just double-checking, so...

Speaker speaker_1: No problem. Yeah.

Speaker speaker_2: That's all I needed. That'll be all.

Speaker speaker_1: All right. Thank you.

Speaker speaker_2: Thank you.

Speaker speaker_1: You're welcome. Thanks again for calling.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: Have a good day.

Speaker speaker_2: Okay. You too. Bye-bye.

Speaker speaker_1: All right. Bye now.