

## **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 in a Card, this is Chris. How can I help you today? Hi, my name is Israel and, uh, I'm receiving a text from you guys saying I, I am eligible for benefits, so I want to know what the, what that's, what that's about? Uh, so that is just letting you know that you are currently, you may be currently eligible for health insurance benefits through the staffing company you work with. Uh, were you interested- Yes. ... enrolling into health insurance? Uh, yes. Do I need to go to the agency or do I do it over the phone? How do I- You- ... go about doing that? ... you would, you would do that, uh, with us. Now, um, if you, uh, now, d- uh, if you need it, I can prov- I can, uh, send you an information packet that goes over the plans that your staffing company offers. I just need to know the name of the staffing company you're working with and the, and your email address and I can send that information to you. Okay, please. Yes, um, so the, the agency is called Partners Personnel and it's in Morveno- Moreno Valley. 'Kay. And my email address is, uh, izzy, um, in paris, P-A-R-I-S one five @gmail.com. So it's izzyinparis15@gmail.com. I-Z-Z-Y-I-N-P-E-R-A-E- P-A- uh, Paris, like Paris, France. P-A-R-I-S. Oh, in izzyinparis, okay. Yeah, yeah. I-Z-Z-Y-I-N-P-A-R-I-S one five @gmail.com, got it. Yeah, correct. All right. So it's izzyinparis15@gmail.com. All right then, so yeah, I've gone ahead and sent that in- that information to you. That's coming from info@benefitsandacard.com. Just give that a read through- Okay. ... and then give us a call back once you have an idea of what you want. Thank you, thank you. You're welcome. Have a good day. You too, bye. 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: Hi, my name is Israel and, uh, I'm receiving a text from you guys saying I, I am eligible for benefits, so I want to know what the, what that's, what that's about?

Speaker speaker\_1: Uh, so that is just letting you know that you are currently, you may be currently eligible for health insurance benefits through the staffing company you work with. Uh, were you interested-

Speaker speaker\_2: Yes.

Speaker speaker\_1: ... enrolling into health insurance?

Speaker speaker\_2: Uh, yes. Do I need to go to the agency or do I do it over the phone? How do I-

Speaker speaker\_1: You-

Speaker speaker\_2: ... go about doing that?

Speaker speaker\_1: ... you would, you would do that, uh, with us. Now, um, if you, uh, now, d- uh, if you need it, I can prov- I can, uh, send you an information packet that goes over the plans that your staffing company offers. I just need to know the name of the staffing company you're working with and the, and your email address and I can send that information to you.

Speaker speaker\_2: Okay, please. Yes, um, so the, the agency is called Partners Personnel and it's in Morveno- Moreno Valley.

Speaker speaker\_1: 'Kay.

Speaker speaker\_2: And my email address is, uh, izzy, um, in paris, P-A-R-I-S one five @gmail.com. So it's izzyinparis15@gmail.com.

Speaker speaker\_1: I-Z-Z-Y-I-N-P-E-R-A-E-

Speaker speaker\_2: P-A- uh, Paris, like Paris, France. P-A-R-I-S.

Speaker speaker\_1: Oh, in izzyinparis, okay.

Speaker speaker\_2: Yeah, yeah.

Speaker speaker\_1: I-Z-Z-Y-I-N-P-A-R-I-S one five @gmail.com, got it.

Speaker speaker\_2: Yeah, correct.

Speaker speaker\_1: All right.

Speaker speaker\_2: So it's izzyinparis15@gmail.com.

Speaker speaker\_1: All right then, so yeah, I've gone ahead and sent that in- that information to you. That's coming from info@benefitsandacard.com. Just give that a read through-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... and then give us a call back once you have an idea of what you want.

Speaker speaker\_2: Thank you, thank you.

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

Speaker speaker\_2: You too, bye.

Speaker speaker\_1: Bye now.