

## **Transcript: Chris Sofield (deactivated)-6728007538491392-6472144089300992**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card, this is Chris. How can I help you today? Hi, please. I received a call from this number. I'm not exactly sure why. I'm sorry, I'm having a hard time hearing you. It sounds like you're kind of far away from your phone. I received a call from this number. I'm not exactly sure why. Was there any sort of voice message left or anything? No. Okay. So we're a plan administrator for health insurance benefits for staffing c- for staffing companies. If we try to- Oh, okay. ... get in contact with you, that's what it would be about. Do you work with a staffing company? Mm-hmm. Yep. Okay. What s- uh, what staffing company? BV. Okay. And then to locate your file to see what that call would have been about, I'll need a little bit more information from you, I'll need the last four- Sure. ... of your Social. 4112. All right. And your first and last name? Jameela Chambliss. All right. Ms. Chambliss, could you verify your address and your date of birth for me, please?

### **Conversation Format**

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

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

Speaker speaker\_2: Hi, please. I received a call from this number. I'm not exactly sure why.

Speaker speaker\_1: I'm sorry, I'm having a hard time hearing you. It sounds like you're kind of far away from your phone.

Speaker speaker\_2: I received a call from this number. I'm not ex- exactly sure why.

Speaker speaker\_1: Was there any sort of voice message left or anything?

Speaker speaker\_2: No.

Speaker speaker\_1: Okay. So we're a plan administrator for health insurance benefits for staffing c- for staffing companies. If we try to-

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: ... get in contact with you, that's what it would be about. Do you work with a staffing company?

Speaker speaker\_2: Mm-hmm. Yep.

Speaker speaker\_1: Okay. What s- uh, what staffing company?

Speaker speaker\_2: BV.

Speaker speaker\_1: Okay. And then to locate your file to see what that call would have been about, I'll need a little bit more information from you, I'll need the last four-

Speaker speaker\_2: Sure.

Speaker speaker\_1: ... of your Social.

Speaker speaker\_2: 4112.

Speaker speaker\_1: All right. And your first and last name?

Speaker speaker\_2: Jameela Chambliss.

Speaker speaker\_1: All right. Ms. Chambliss, could you verify your address and your date of birth for me, please?