

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hello. Good afternoon, sir. This is Jocelyn Bauman from WSI. Um, I am under WSI. I just want to ask if I am already enrolled or, like, if I am already transferred to the Benefits in a Card. Yeah. Let me check on that. Um, what's the last four of your social? 3100. And your first and last name? Jocelyn Bauman. And for security purposes, can you verify your home address, including city, state and zip code, Jocelyn? 40-57 County Road 7, Avilla, Indiana. 46710. 1-0. And your date of birth? May 22, 1991. And a good telephone number has 260-599-4162? Yes. And do you have a good email? Uh, repdosjoy@gmail.com. Can you spell it for me? R-E-P-D-O-S-J-O-Y at gmail.com. At Gmail, okay. So, let's see here. So, looking at the file, it looks like you have future coverage, uh, through, I said Benefits in a Card, so the coverage hasn't started yet, um, but deductions should happen here within the next week or so. Um, I just want to ask if, like, what, like... Oh, can I have a copy that, that you're, that you're, um, how can I say this? Offered, what you offered? Yeah. So you need a benefit guide emailed to you? Yeah. Okay. Yeah, I can email you that. Um, just to confirm that email, it was R-E-P-D-O-S-J-O-Y at gmail, correct? Yes, sir. Okay. Um, so I'll go ahead and email you a copy of the benefit guide. Um, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay? Okay. Okay. Yeah, because I just want to check if I want to upgrade or change the... Or some o- options. Totally understand. Um, well, is there anything else I could assist you with today? Um, nothing. Okay. Um, well, you have a wonderful day, okay? Yeah, you too. Thank you. You're welcome. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hello. Good afternoon, sir. This is Jocelyn Bauman from WSI. Um, I am under WSI. I just want to ask if I am already enrolled or, like, if I am already transferred to the Benefits in a Card.

Speaker speaker_0: Yeah. Let me check on that. Um, what's the last four of your social?

Speaker speaker_1: 3100.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Jocelyn Bauman.

Speaker speaker_0: And for security purposes, can you verify your home address, including city, state and zip code, Jocelyn?

Speaker speaker_1: 40-57 County Road 7, Avilla, Indiana. 46710. 1-0.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: May 22, 1991.

Speaker speaker_0: And a good telephone number has 260-599-4162?

Speaker speaker_1: Yes.

Speaker speaker_0: And do you have a good email?

Speaker speaker_1: Uh, repdosjoy@gmail.com.

Speaker speaker_0: Can you spell it for me?

Speaker speaker_1: R-E-P-D-O-S-J-O-Y at gmail.com.

Speaker speaker_0: At Gmail, okay. So, let's see here. So, looking at the file, it looks like you have future coverage, uh, through, I said Benefits in a Card, so the coverage hasn't started yet, um, but deductions should happen here within the next week or so.

Speaker speaker_1: Um, I just want to ask if, like, what, like... Oh, can I have a copy that, that you're, that you're, um, how can I say this? Offered, what you offered?

Speaker speaker_0: Yeah. So you need a benefit guide emailed to you?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Yeah, I can email you that. Um, just to confirm that email, it was R-E-P-D-O-S-J-O-Y at gmail, correct?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. Um, so I'll go ahead and email you a copy of the benefit guide. Um, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay.

Speaker speaker_1: Yeah, because I just want to check if I want to upgrade or change the... Or some o- options.

Speaker speaker_0: Totally understand. Um, well, is there anything else I could assist you with today?

Speaker speaker_1: Um, nothing.

Speaker speaker_0: Okay. Um, well, you have a wonderful day, okay?

Speaker speaker_1: Yeah, you too. Thank you.

Speaker speaker_0: You're welcome. Bye-bye.

Speaker speaker_1: Bye.