

Transcript: Justin

Mills-4525211738750976-5579792287580160

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Um, yes. I received a email of Noelia Luna. My name is not Noelia Luna. Yes ... um, you said that you received an email? Yeah. What does the email say? It says, uh, "Welcome, Noelia Luna, to your Benefits Card." Okay. Uh, what... Do you work for a staffing agency, by any chance? I'm sorry? Do you work for a staffing agency, by any chance? Um, yes. What's the name of that staffing agency, if you don't mind me asking? Um, Carlton Staffing. Okay. So, the email that you probably received was from Carlton Staffing, letting you know that you were eligible to be enrolled into their health insurance, or giving you access- Mm-hmm. ... to the Benefits in a Card website, so you can enroll in the benefits. Um, but like I said, it was just a courtesy reminder from them. Oh. Oh. Okay. Okay. Is there anything else I can help you out with today? Um, no, that's it. Awesome. Well, you have a wonderful day, okay? You too. Thank you. You're welcome. Um, bye-bye. Bye-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: Um, yes. I received a email of Noelia Luna. My name is not Noelia Luna.

Speaker speaker_2: Yes ... um, you said that you received an email?

Speaker speaker_1: Yeah.

Speaker speaker_2: What does the email say?

Speaker speaker_1: It says, uh, "Welcome, Noelia Luna, to your Benefits Card."

Speaker speaker_2: Okay. Uh, what... Do you work for a staffing agency, by any chance?

Speaker speaker_1: I'm sorry?

Speaker speaker_2: Do you work for a staffing agency, by any chance?

Speaker speaker_1: Um, yes.

Speaker speaker_2: What's the name of that staffing agency, if you don't mind me asking?

Speaker speaker_1: Um, Carlton Staffing.

Speaker speaker_2: Okay. So, the email that you probably received was from Carlton Staffing, letting you know that you were eligible to be enrolled into their health insurance, or giving you access-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... to the Benefits in a Card website, so you can enroll in the benefits. Um, but like I said, it was just a courtesy reminder from them.

Speaker speaker_1: Oh. Oh. Okay.

Speaker speaker_2: Okay. Is there anything else I can help you out with today?

Speaker speaker_1: Um, no, that's it.

Speaker speaker_2: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: You too. Thank you.

Speaker speaker_2: You're welcome.

Speaker speaker_1: Um, bye-bye.

Speaker speaker_2: Bye-bye.

Speaker speaker_1: Bye-bye.