**Transcript: Justin** 

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## **Full Transcript**

Thank you for calling Benefit Center Card. This is Justin. How can I help you today? Hi. Um, I was supposed to be on a phone call with the doctor, but it hung up. I didn't touch it, it just... It said, "Your doctor will be right there," and then it hung up. Um, yeah. Um, bear with me one second, okay? Okay, thank you. You're welcome. Yeah. For the first-

## **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefit Center Card. This is Justin. How can I help you today?

Speaker speaker\_1: Hi. Um, I was supposed to be on a phone call with the doctor, but it hung up. I didn't touch it, it just... It said, "Your doctor will be right there," and then it hung up.

Speaker speaker\_0: Um, yeah. Um, bear with me one second, okay?

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: You're welcome.

Speaker speaker\_1: Yeah. For the first-