

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? Hey. How you doing, Justice? Doing pretty well, and yourself? All right. Uh, I was trying to get me a, um, virtual card, uh, that I can use at urgent care, um, emailed to me or texted to me, because I don't have my physical card, or I don't know my number, ID, or whatever I need to get seen there. Yeah. Yeah. I can email those to you. What's that staffing agency you work for? Uh, uh, personal, person- uh, partner, Partner Personnel. Okay. So Partner Personnel. And ... Yep. And the last four of your social? 294... I mean, 2917. And what was your first name, last name? Douglas Smith. Okay. And for security purposes, can you verify your home address, including city, state and zip code, Douglas? 2801 Washington Highway, Union Point, Georgia. 30... I mean, 30669. And your date of birth? 11-29-1981. And a good telephone number, have you 762-400-2774? Yes, sir. That's it. And the email I have is dscdoingit@gmail? Yeah, doingit@gmail.com. Yes, sir. Okay. Well, here, do you mind if I place you in a brief hold while I email that information to you? Yes, sir. Okay. Hello, Douglas. You still there? Yes, sir. Awesome. Thank you so much for holding. So I went ahead and emailed you all of your ID cards to the email we had on file. Yes, sir. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay? Yes, sir. Awesome. Well, is there anything else I can assist you with today? Uh, that's... I guess that's it. Awesome. Well, you have a wonderful day, okay? All right. Thank you. You're welcome. 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: Hey. How you doing, Justice?

Speaker speaker_0: Doing pretty well, and yourself?

Speaker speaker_1: All right. Uh, I was trying to get me a, um, virtual card, uh, that I can use at urgent care, um, emailed to me or texted to me, because I don't have my physical card, or I don't know my number, ID, or whatever I need to get seen there.

Speaker speaker_0: Yeah. Yeah. I can email those to you. What's that staffing agency you work for?

Speaker speaker_1: Uh, uh, personal, person- uh, partner, Partner Personnel.

Speaker speaker_0: Okay. So Partner Personnel.

Speaker speaker_1: And ... Yep.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 294... I mean, 2917.

Speaker speaker_0: And what was your first name, last name?

Speaker speaker_1: Douglas Smith.

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

Speaker speaker_1: 2801 Washington Highway, Union Point, Georgia. 30... I mean, 30669.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 11-29-1981.

Speaker speaker_0: And a good telephone number, have you 762-400-2774?

Speaker speaker_1: Yes, sir. That's it.

Speaker speaker_0: And the email I have is dscdoingit@gmail?

Speaker speaker_1: Yeah, doingit@gmail.com. Yes, sir.

Speaker speaker_0: Okay. Well, here, do you mind if I place you in a brief hold while I email that information to you?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. Hello, Douglas. You still there?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Awesome. Thank you so much for holding. So I went ahead and emailed you all of your ID cards to the email we had on file.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: 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: Yes, sir.

Speaker speaker_0: Awesome. Well, is there anything else I can assist you with today?

Speaker speaker_1: Uh, that's... I guess that's it.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: All right. Thank you.

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