

## Transcript: Justin

**Mills-4754163020906496-4967142849036288**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey, Justin. My name's Maria, uh, Galvan-Haase, and I've never had to use my dental insurance until today, like in a couple more minutes, I got to have an appointment. Um, how do I go about getting a card or a, a, ID number or a card number to give it to them when I have my exam? Yeah. I could possibly email it to you. What's the staffing agency you work for? Surge Staffing in Columbia, Tennessee. And the last four of your Social? One minute. 0571. Sorry. And what was your first and last name again? I'm sorry. It's Maria, and then Galvan, and it's hyphen Haase. G-A-L-V-A-N, hyphen H-A-A-S-E. Let's see here. You said 0571 as the last four of the Social? Yes. 505-9205-0571. Yes. Here, bear with me one second. Okay. What's your full Social one more time? It's 505-920571. Okay. Um, so we actually have to create you a file. Um, you say you work for Surge Staffing. Are you a temp servan- Yeah. ... or a temp worker, or you actually work for Surge? I'm, I'm a re- I work for Surge. As a temp associate, correct? No, no, no. I work... I'm a recruiter for Surge. Oh, okay. So I would reach out to Surge Staffing, um, regarding that. Uh, what I would honestly speak to someone else in Surge Staffing, because we only deal with the temp workers. Okay. Gotcha. All righty. Thank you so much. You're welcome. You have a great day, okay? Uh-huh. You too. Bye now. All right. Bye-bye.

### 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 Justin. How can I help you today?

Speaker speaker\_2: Hey, Justin. My name's Maria, uh, Galvan-Haase, and I've never had to use my dental insurance until today, like in a couple more minutes, I got to have an appointment. Um, how do I go about getting a card or a, a, ID number or a card number to give it to them when I have my exam?

Speaker speaker\_1: Yeah. I could possibly email it to you. What's the staffing agency you work for?

Speaker speaker\_2: Surge Staffing in Columbia, Tennessee.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: One minute. 0571. Sorry.

Speaker speaker\_1: And what was your first and last name again? I'm sorry.

Speaker speaker\_2: It's Maria, and then Galvan, and it's hyphen Haase. G-A-L-V-A-N, hyphen H-A-A-S-E.

Speaker speaker\_1: Let's see here. You said 0571 as the last four of the Social?

Speaker speaker\_2: Yes. 505-9205-0571. Yes.

Speaker speaker\_1: Here, bear with me one second.

Speaker speaker\_2: Okay.

Speaker speaker\_1: What's your full Social one more time?

Speaker speaker\_2: It's 505-920571.

Speaker speaker\_1: Okay. Um, so we actually have to create you a file. Um, you say you work for Surge Staffing. Are you a temp servan-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... or a temp worker, or you actually work for Surge?

Speaker speaker\_2: I'm, I'm a re- I work for Surge.

Speaker speaker\_1: As a temp associate, correct?

Speaker speaker\_2: No, no, no. I work... I'm a recruiter for Surge.

Speaker speaker\_1: Oh, okay. So I would reach out to Surge Staffing, um, regarding that. Uh, what I would honestly speak to someone else in Surge Staffing, because we only deal with the temp workers.

Speaker speaker\_2: Okay. Gotcha. All righty. Thank you so much.

Speaker speaker\_1: You're welcome. You have a great day, okay?

Speaker speaker\_2: Uh-huh. You too. Bye now.

Speaker speaker\_1: All right. Bye-bye.