

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, I called yesterday, Justin. My name is Nicholas. Um, I'm a new hire. I was tryin' to get my insurance set up, and, uh, I wanted to get the health insurance benefits sent over to my email so I could go over the different care packages. Uh-huh. And when I spoke to the representative yesterday, I was supposed to get a email yesterday and never got it. Yeah. Let me, uh, check on that for you. It says Partners Personnel. What's the last four of your social? 6803. Yep, Partners Personnel. And what was your last name, Nicholas? Thompson. T-H-O-M-P-S-O-N. And for security purposes, can you verify your home address including city, state, and ZIP code? 2703 Alexandria Road. That's, uh, Atwater, Ohio 44201. And confirm your date of birth. July 14th, 1991. And a good telephone number I have is 554-4324. Yeah. That's this one. And the email I have is ThompsonHomeImprovementsLED@gmail? LTD. LTD. Okay. That's probably why I didn't get it. Okay. So let's see. And I'll go ahead and resend that to you. Bear with me one second. Yep. Send. Speaker 2 should be on mute. Usually we all get speakers. Okay. So I just sent it. Um, the email that you should look out for is coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see it in the inbox, be sure to check your spam or check your junk folder. Okay? Okay. Thank you. You're welcome. Is there anything else No, that's it. Awesome. Well, you have a wonderful day, okay? You too, Justin. Thank you. All right. 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, I called yesterday, Justin. My name is Nicholas. Um, I'm a new hire. I was tryin' to get my insurance set up, and, uh, I wanted to get the health insurance benefits sent over to my email so I could go over the different care packages.

Speaker speaker_0: Uh-huh.

Speaker speaker_1: And when I spoke to the representative yesterday, I was supposed to get a email yesterday and never got it.

Speaker speaker_0: Yeah. Let me, uh, check on that for you. It says Partners Personnel. What's the last four of your social?

Speaker speaker_1: 6803. Yep, Partners Personnel.

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

Speaker speaker_1: Thompson. T-H-O-M-P-S-O-N.

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

Speaker speaker_1: 2703 Alexandria Road. That's, uh, Atwater, Ohio 44201.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: July 14th, 1991.

Speaker speaker_0: And a good telephone number I have is 554-4324.

Speaker speaker_1: Yeah. That's this one.

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

Speaker speaker_1: LTD.

Speaker speaker_0: LTD. Okay.

Speaker speaker_1: That's probably why I didn't get it.

Speaker speaker_0: Okay. So let's see. And I'll go ahead and resend that to you. Bear with me one second.

Speaker speaker_1: Yep.

Speaker speaker_0: Send.

Speaker speaker_1: Speaker 2 should be on mute. Usually we all get speakers.

Speaker speaker_0: Okay. So I just sent it. Um, the email that you should look out for is coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see it in the inbox, be sure to check your spam or check your junk folder. Okay?

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: You're welcome. Is there anything else

Speaker speaker_1: No, that's it.

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

Speaker speaker_1: You too, Justin. Thank you.

Speaker speaker_0: All right. Bye-bye.