

## **Transcript: Justin**

**Mills-5059162477740032-5843529135341568**

### **Full Transcript**

Thank you for calling Benefits Center Card. This is Justin. How can I help you today? Uh, hi, Justin. I was wondering if there's any way you could see if my insurance cards have been mailed out? Yeah. Let me check on that for you. What's the staffing agency you work for? Uh, MAU. And the last four of your social? 7429. Okay. And what was your first and last name? Reginald Aiken. And for security purposes, could you verify your home address, including city, state and zip code, Reginald? 141 Blackingaine Road, Greenville, South Carolina 29605. And confirm your date of birth? January 3rd, 1982. And a good telephone number to have is 864-884-9684. Yes. And the email I have is reginald.akin@outlook.com. Yes, sir. Okay. So looking at the file, it looks like you are currently enrolled in the benefits offered through MAU. However, checking my calendar, we're still waiting on that first payroll deduction to come through from MAU, so once we receive that deduction, you'll become active and cards will be issued out from there. Okay. All right. Uh, that's all I needed for right now. Awesome. Well, you have a wonderful day, okay? All right. You too. Thank you. You're welcome. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Uh, hi, Justin. I was wondering if there's any way you could see if my insurance cards have been mailed out?

Speaker speaker\_0: Yeah. Let me check on that for you. What's the staffing agency you work for?

Speaker speaker\_1: Uh, MAU.

Speaker speaker\_0: And the last four of your social?

Speaker speaker\_1: 7429.

Speaker speaker\_0: Okay. And what was your first and last name?

Speaker speaker\_1: Reginald Aiken.

Speaker speaker\_0: And for security purposes, could you verify your home address, including city, state and zip code, Reginald?

Speaker speaker\_1: 141 Blackingaine Road, Greenville, South Carolina 29605.

Speaker speaker\_0: And confirm your date of birth?

Speaker speaker\_1: January 3rd, 1982.

Speaker speaker\_0: And a good telephone number to have is 864-884-9684.

Speaker speaker\_1: Yes.

Speaker speaker\_0: And the email I have is reginald.akin@outlook.com.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Okay. So looking at the file, it looks like you are currently enrolled in the benefits offered through MAU. However, checking my calendar, we're still waiting on that first payroll deduction to come through from MAU, so once we receive that deduction, you'll become active and cards will be issued out from there.

Speaker speaker\_1: Okay. All right. Uh, that's all I needed for right now.

Speaker speaker\_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker\_1: All right. You too. Thank you.

Speaker speaker\_0: You're welcome. Bye-bye.