

Transcript: Justin

Mills-5071722931994624-6147198043734016

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hey, Justin. Um, I called earlier this week about getting some type of documentation, uh, for my insurance, and I was told to, uh, give you guys back... give you guys a call back, uh, on Thursday, so that's what I'm doing. Okay. Um- So are you needing an ID cards or something? Y- yeah. He, the, the, the person said that I could, on Thursday I could maybe download them or something off the computer. Um, yeah. Let me check on that. What's that staffing agency you work for? BGFF. And the last four of your social? 6932. And what was your first and last name? Matthew Wilson. And for security purposes, could you verify your home address, including city, state and zip code, Matthew? Okay. Uh, 4514 Springside Lane, Charlotte, North Carolina 28226. And your date of birth? March 16th, 1972. And a good telephone number you have is 704-249-1588? Correct. And the email I have is mrw31672 at Gmail? Correct. Okay. Um, well here, do you mind if I place you on a brief hold for a second while I search up that information for you? No worries. Thank you. You're welcome. Hello, are you still there? I am. 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. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com. However, if you don't see them- Okay. ... in your inbox, be sure to check your spam or check your junk folder. Okay? Wonderful. Okay. I, I, uh, um, I see it here. Awesome. All right. Well, is there anything else we can assist you with today? Nope. I appreciate all your help. Thank you so much. You're welcome. You have a great day, okay? You too. Bye-bye. 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, Justin. Um, I called earlier this week about getting some type of documentation, uh, for my insurance, and I was told to, uh, give you guys back... give you guys a call back, uh, on Thursday, so that's what I'm doing.

Speaker speaker_0: Okay.

Speaker speaker_1: Um-

Speaker speaker_0: So are you needing an ID cards or something?

Speaker speaker_1: Y- yeah. He, the, the, the person said that I could, on Thursday I could maybe download them or something off the computer.

Speaker speaker_0: Um, yeah. Let me check on that. What's that staffing agency you work for?

Speaker speaker_1: BGFF.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 6932.

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

Speaker speaker_1: Matthew Wilson.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code, Matthew?

Speaker speaker_1: Okay. Uh, 4514 Springside Lane, Charlotte, North Carolina 28226.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: March 16th, 1972.

Speaker speaker_0: And a good telephone number you have is 704-249-1588?

Speaker speaker_1: Correct.

Speaker speaker_0: And the email I have is mrw31672 at Gmail?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. Um, well here, do you mind if I place you on a brief hold for a second while I search up that information for you?

Speaker speaker_1: No worries. Thank you.

Speaker speaker_0: You're welcome. Hello, are you still there?

Speaker speaker_1: I am.

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. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com. However, if you don't see them-

Speaker speaker_1: Okay.

Speaker speaker_0: ... in your inbox, be sure to check your spam or check your junk folder. Okay?

Speaker speaker_1: Wonderful. Okay. I, I, uh, um, I see it here.

Speaker speaker_0: Awesome.

Speaker speaker_1: All right.

Speaker speaker_0: Well, is there anything else we can assist you with today?

Speaker speaker_1: Nope. I appreciate all your help. Thank you so much.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: All right. Bye-bye.