

## **Transcript: Justin**

**Mills-5190663754170368-6077780852162560**

### **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? Uh, yes. I was... I haven't received my benefit card yet. I was trying to see... Uh, I have an appointment today. I was trying to see, uh, my card, uh, number information. Yeah. Let me check on that for you. What's the staffing agency you work for? Partners Personal. And the last four of your Social? 3081. And what was your first and last name? DeAngelo Watley. And for security purposes, can you verify the home address, including city, state and zip code? 203 Oak Circle, Stockbridge, Georgia, uh, 30281. And confirm your date of birth? June the 24th, 1997. And a good telephone number has 469-781-3760? Yes. And the email has dwatley14@gmail? Yes. Okay. Uh, well, here. Do you mind if I place you on a brief hold while I search up the ID card and I'll email it to you? Uh, no, I don't mind. Okay. Hello, DeAngelo. You still there? Yes, I'm here. Awesome. Thank you so much for holding. So, I went ahead and emailed you both of your dental and your vision ID cards, 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 it in your inbox, be sure to check the spam or check the junk folder. Okay? Okay. I see it. Did I just get this? Get this? You give this to them, the number? Yes, sir. Um, as of right now, you should be receiving physical ID cards early next week. Okay? Okay. But I can still use it today? Correct. Yes, sir. All right. Thank you. You're welcome. You have a great day. Okay? You too. 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: Uh, yes. I was... I haven't received my benefit card yet. I was trying to see... Uh, I have an appointment today. I was trying to see, uh, my card, uh, number information.

Speaker speaker\_1: Yeah. Let me check on that for you. What's the staffing agency you work for?

Speaker speaker\_2: Partners Personal.

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

Speaker speaker\_2: 3081.

Speaker speaker\_1: And what was your first and last name?

Speaker speaker\_2: DeAngelo Watley.

Speaker speaker\_1: And for security purposes, can you verify the home address, including city, state and zip code?

Speaker speaker\_2: 203 Oak Circle, Stockbridge, Georgia, uh, 30281.

Speaker speaker\_1: And confirm your date of birth?

Speaker speaker\_2: June the 24th, 1997.

Speaker speaker\_1: And a good telephone number has 469-781-3760?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And the email has dwatley14@gmail?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Uh, well, here. Do you mind if I place you on a brief hold while I search up the ID card and I'll email it to you?

Speaker speaker\_2: Uh, no, I don't mind.

Speaker speaker\_1: Okay.

Speaker speaker\_3: Hello, DeAngelo. You still there?

Speaker speaker\_2: Yes, I'm here.

Speaker speaker\_3: Awesome. Thank you so much for holding. So, I went ahead and emailed you both of your dental and your vision ID cards, 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 it in your inbox, be sure to check the spam or check the junk folder. Okay?

Speaker speaker\_2: Okay. I see it. Did I just get this? Get this? You give this to them, the number?

Speaker speaker\_3: Yes, sir. Um, as of right now, you should be receiving physical ID cards early next week. Okay?

Speaker speaker\_2: Okay. But I can still use it today?

Speaker speaker\_3: Correct. Yes, sir.

Speaker speaker\_2: All right. Thank you.

Speaker speaker\_3: You're welcome. You have a great day. Okay?

Speaker speaker\_2: You too.

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