

## **Transcript: Justin**

**Mills-5199362782445568-6530101826338816**

### **Full Transcript**

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yes, Justin. I'm calling to see if y'all have shipped my card, my benefit cards, or what I need to do to get them? Um, yeah, let me check on that. What's that staffing agency you work for? MAU. And then the last four of your social? 7535. And what was your first and last name? William Gunther. And for security purposes, could you verify your home address, including city, state and zip code, William? 1752 South Thompson Road, 31822 Pine Mountain, Georgia. And your date of birth? 9/25/88. And a good telephone number you have is 904-263-9095? Yes, sir. And the email I have is chrisg1010 at gmail? Correct. Okay, so let's see here. So looking at the file, it looks like you are currently enrolled in the benefits offered through MAU. However, when I check my calendar, it looks like we're still waiting for that first payroll deduction to come through from MAU. Mm-hmm. So once we receive that deduction, you'll become active then cards will be issued out from there. Okay, so once my check hits, it'll go through and y'all send me my cards. Okay. All right, I just saw the first deduction come out this week and I was wondering, you know, looking forward to look at my benefits and everything, so all right. All right. Well, I guess. So since you stated, uh, you received... Or since you witnessed that deduction, like I said, we're just waiting for MAU to send that information to us. Okay? I understand. Um, thank you. You're welcome. Is there anything else I can assist you with today, William? No, sir, that's it. Awesome. Well, thank you for calling Benefits and a Card. And I hope you have a wonderful day, all right? You too. All right, bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Yes, Justin. I'm calling to see if y'all have shipped my card, my benefit cards, or what I need to do to get them?

Speaker speaker\_0: Um, yeah, let me check on that. What's that staffing agency you work for?

Speaker speaker\_1: MAU.

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

Speaker speaker\_1: 7535.

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

Speaker speaker\_1: William Gunther.

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

Speaker speaker\_1: 1752 South Thompson Road, 31822 Pine Mountain, Georgia.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 9/25/88.

Speaker speaker\_0: And a good telephone number you have is 904-263-9095?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: And the email I have is chrisg1010 at gmail?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay, so let's see here. So looking at the file, it looks like you are currently enrolled in the benefits offered through MAU. However, when I check my calendar, it looks like we're still waiting for that first payroll deduction to come through from MAU.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: So once we receive that deduction, you'll become active then cards will be issued out from there.

Speaker speaker\_1: Okay, so once my check hits, it'll go through and y'all send me my cards. Okay. All right, I just saw the first deduction come out this week and I was wondering, you know, looking forward to look at my benefits and everything, so all right.

Speaker speaker\_0: All right.

Speaker speaker\_1: Well, I guess.

Speaker speaker\_0: So since you stated, uh, you received... Or since you witnessed that deduction, like I said, we're just waiting for MAU to send that information to us. Okay?

Speaker speaker\_1: I understand. Um, thank you.

Speaker speaker\_0: You're welcome. Is there anything else I can assist you with today, William?

Speaker speaker\_1: No, sir, that's it.

Speaker speaker\_0: Awesome. Well, thank you for calling Benefits and a Card. And I hope you have a wonderful day, all right?

Speaker speaker\_1: You too.

Speaker speaker\_0: All right, bye-bye.