

## **Transcript: Justin**

**Mills-5419931890663424-5478596244979712**

### **Full Transcript**

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Good morning, Justin. I really was on the phone with, uh, one of your, uh, colleagues. I was calling to check on my, um, my benefits because whenever I went to go sign into the portal- Ah. ... it's saying that my account is, um, disabled. Your account's disabled? Yes. Okay. Let me check on that for you. What's the staffing agency you work for? NAU. And the last four of your Social? Eight, seven, four, nine. Okay. And what was your first and last name? Felita Wily. Felita. Okay. And for security purposes, can you verify your home address, including city, state and zip code, Felita? Sure. Uh, 510 Creswell Avenue, Anderson, South Carolina 29621. And confirm your date of birth? January 21st, 1988. And a good telephone number I have is 363-5195? Yes, that's correct. And the email I have is L-I-W-L-Y-A-A @yahoo? Yes. Okay. So let's see here. So I do know the previous representative that you spoke with reached out to our IT department, and checking the audit tab it looks like our IT department went into your file and put you as active or activated the account, so you should be able to log in right now. Okay. Will do. I- Will do. Thank you so much. I understand- 'Cause the guy that I was on the phone with, he, like, he was there, but then all of a sudden the line disconnected. Yeah. We... He was probably having some technical difficulties. But, um, as of right now, I do know that IT has, um, activated the account, so you should have access to it, checking the audit tab. Okay. Okay. Will do. Well, is there anything else I can help you out with today, Felita? No. You've been perfect. Thank you so much. You're welcome. You have a great day, okay? Likewise. You too. Thank you. Bye-bye. 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: Good morning, Justin. I really was on the phone with, uh, one of your, uh, colleagues. I was calling to check on my, um, my benefits because whenever I went to go sign into the portal-

Speaker speaker\_0: Ah.

Speaker speaker\_1: ... it's saying that my account is, um, disabled.

Speaker speaker\_0: Your account's disabled?

Speaker speaker\_1: Yes.

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

Speaker speaker\_1: NAU.

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

Speaker speaker\_1: Eight, seven, four, nine.

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

Speaker speaker\_1: Felita Wily.

Speaker speaker\_0: Felita. Okay. And for security purposes, can you verify your home address, including city, state and zip code, Felita?

Speaker speaker\_1: Sure. Uh, 510 Creswell Avenue, Anderson, South Carolina 29621.

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

Speaker speaker\_1: January 21st, 1988.

Speaker speaker\_0: And a good telephone number I have is 363-5195?

Speaker speaker\_1: Yes, that's correct.

Speaker speaker\_0: And the email I have is L-I-W-L-Y-A-A @yahoo?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So let's see here. So I do know the previous representative that you spoke with reached out to our IT department, and checking the audit tab it looks like our IT department went into your file and put you as active or activated the account, so you should be able to log in right now.

Speaker speaker\_1: Okay. Will do.

Speaker speaker\_0: I-

Speaker speaker\_1: Will do. Thank you so much.

Speaker speaker\_0: I understand-

Speaker speaker\_1: 'Cause the guy that I was on the phone with, he, like, he was there, but then all of a sudden the line disconnected.

Speaker speaker\_0: Yeah. We... He was probably having some technical difficulties. But, um, as of right now, I do know that IT has, um, activated the account, so you should have access to it, checking the audit tab.

Speaker speaker\_1: Okay. Okay. Will do.

Speaker speaker\_0: Well, is there anything else I can help you out with today, Felita?

Speaker speaker\_1: No. You've been perfect. Thank you so much.

Speaker speaker\_0: You're welcome. You have a great day, okay?

Speaker speaker\_1: Likewise. You too.

Speaker speaker\_0: Thank you. Bye-bye.

Speaker speaker\_1: Bye-bye.