

Transcript: Justin

Mills-5447751416856576-6499970253766656

Full Transcript

Thank you for calling for benefits on your card. This is Justin. How can I help you today? Uh, yes. My name is Terina Alcorn. I just applied for HSS, uh, Staffing Solutions and I guess they sent me an email telling me I need to call for a benefit card. Um, yeah, let me check on that. So Hospitality Staffing Solutions, what's the last four of your social? Uh, six, five, four, five. And for security purposes, can you verify your home address including city, state and zip code, Terina? Yes. It's 5978 East 129th Street, Grandview, Missouri. 64030. And confirm your date of birth. Uh, 8/14/1973. And a good telephone number has 913-302-1086. That is correct. Yes. And the email I have is terinaalcorn7@gmail.com. Yes. Okay, so looking at the file, it looks like you're in a pending enrollment process. Um, so pending enrollments do take one to two weeks to go through. Oh, okay. All right. So just... I just wait a minute, just let everything process itself? Correct. And then physical ID cards would be, um, arrive at your home address within seven to ten business days once you become active, yes. Oh, okay. Okay. That's all I needed to know then. I'm glad I called. Awesome. Well, is there anything else I could assist you with today? No, that's it. Awesome. Well, you have a wonderful day, okay? You do the same. Okay. Thank you. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling for benefits on your card. This is Justin. How can I help you today? Uh, yes. My name is Terina Alcorn. I just applied for HSS, uh, Staffing Solutions and I guess they sent me an email telling me I need to call for a benefit card. Um, yeah, let me check on that. So Hospitality Staffing Solutions, what's the last four of your social?

Speaker speaker_1: Uh, six, five, four, five.

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

Speaker speaker_1: Yes. It's 5978 East 129th Street, Grandview, Missouri. 64030.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: Uh, 8/14/1973.

Speaker speaker_0: And a good telephone number has 913-302-1086.

Speaker speaker_1: That is correct. Yes.

Speaker speaker_0: And the email I have is terinaalcorn7@gmail.com.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so looking at the file, it looks like you're in a pending enrollment process. Um, so pending enrollments do take one to two weeks to go through.

Speaker speaker_1: Oh, okay. All right. So just... I just wait a minute, just let everything process itself?

Speaker speaker_0: Correct. And then physical ID cards would be, um, arrive at your home address within seven to ten business days once you become active, yes.

Speaker speaker_1: Oh, okay. Okay. That's all I needed to know then. I'm glad I called.

Speaker speaker_0: Awesome. Well, is there anything else I could assist you with today?

Speaker speaker_1: No, that's it.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: You do the same. Okay.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye-bye.