

## **Transcript: Justin**

**Mills-5463099921350656-5480906889314304**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, just, uh, I'm trying to activate my account. They said to call this number. All right, thank you. You're welcome. Um, what was that again? I'm sorry. Um, I'm trying to activate my account and they sent an email to activate the account, but they, um, as I press activate, they said, they, they said to call this number for further information. Um, so you were needing policy information? Is that correct? I'm not sure. They sent emails, um, saying that I should activate my account. So, I pressed the link to activate it and then they gave me, um, this number to call to activate it. Okay. Let me... Okay. Do you work for a staffing agency? Yeah. Uh-huh. What's the staffing agency you work for? Uh, HSS. And the last four of your social? 3147. And what was your first and last name? Sarah Lubern. And for security purposes, can you verify the home address, including city, state and ZIP code, Sarah? It's 1719 America Boulevard, Orlando, Florida, 32839. And confirm your date of birth? July 17, '85. And a good telephone number has 407-652-8506? Yeah. And the email address is sarahlubern at gmail? Yeah. Okay. Um, so looking at the calendar, it looks like you became active as of yesterday, June the 2nd. So, you should be receiving physical ID cards early next week. However, if you did call back Thursday or Friday this week, we can email the ID cards to you then. Okay, no problem. Okay. Well, is there anything else I can help you with today, Sarah? No, that's it. Thank you so much. You're welcome. You have a great day, okay? All right. Okay, thank you. 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 in a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Hi, just, uh, I'm trying to activate my account. They said to call this number. All right, thank you.

Speaker speaker\_0: You're welcome.

Speaker speaker\_1: Um, what was that again? I'm sorry.

Speaker speaker\_2: Um, I'm trying to activate my account and they sent an email to activate the account, but they, um, as I press activate, they said, they, they said to call this number for further information.

Speaker speaker\_1: Um, so you were needing policy information? Is that correct?

Speaker speaker\_2: I'm not sure. They sent emails, um, saying that I should activate my account. So, I pressed the link to activate it and then they gave me, um, this number to call to activate it.

Speaker speaker\_1: Okay. Let me... Okay. Do you work for a staffing agency?

Speaker speaker\_2: Yeah. Uh-huh.

Speaker speaker\_1: What's the staffing agency you work for?

Speaker speaker\_2: Uh, HSS.

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

Speaker speaker\_2: 3147.

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

Speaker speaker\_2: Sarah Lubern.

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

Speaker speaker\_2: It's 1719 America Boulevard, Orlando, Florida, 32839.

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

Speaker speaker\_2: July 17, '85.

Speaker speaker\_1: And a good telephone number has 407-652-8506?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: And the email address is sarahlubern at gmail?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. Um, so looking at the calendar, it looks like you became active as of yesterday, June the 2nd. So, you should be receiving physical ID cards early next week. However, if you did call back Thursday or Friday this week, we can email the ID cards to you then.

Speaker speaker\_2: Okay, no problem.

Speaker speaker\_1: Okay. Well, is there anything else I can help you with today, Sarah?

Speaker speaker\_2: No, that's it. Thank you so much.

Speaker speaker\_1: You're welcome. You have a great day, okay?

Speaker speaker\_2: All right. Okay, thank you.

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