

## **Transcript: Justin**

**Mills-5493044501331968-6458363701149696**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hi. Uh, my name is Amber Harris, and I'm a member with you guys. And I was wondering when will I get, like, my physical card, or like a, like a, um, digital card or something? Yeah, let me check on that. What's that staffing agency you work for? Uh, BD. And the last four of your Social? It is, um, 5219. And for security purposes, can you verify your home address including city, state and zip code? Yeah. It's 1816 Piedmont Hill Place, Suite 1302, Charlotte, North Carolina, 28217. And your date of birth? It's February 8th, 2003. And a good telephone number I have is 980-213-7448? Yes. And the email I have is amperc.4422@gmail? Yes. Okay, so checking the calendar, it looks like you became active in the coverage as of last Monday, the 10th, so you should be receiving your physical ID cards within the next few days. However, do you mind if I place you on a brief hold while I search up that information and I can email it to you? Yes. Okay, I'll be right back for you, okay? Okay. Okay. Hello, Amber, are you still there? Yes. Awesome. Thank you so much for holding. So I went ahead and emailed you your ID cards to the email we had on file. Email that you should be looking out for is coming from info, that's I-N-F-O, @benefitsonacard.com. However, if you don't see them in your inbox, be sure to check your spam or check your junk folder, okay? Okay. Awesome. I think I see a spam. Is there anything else I can assist you with today? No, that's all. Awesome. Well, you have a wonderful day, okay? See you soon. All right, bye-bye. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Hi. Uh, my name is Amber Harris, and I'm a member with you guys. And I was wondering when will I get, like, my physical card, or like a, like a, um, digital card or something?

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

Speaker speaker\_1: Uh, BD.

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

Speaker speaker\_1: It is, um, 5219.

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

Speaker speaker\_1: Yeah. It's 1816 Piedmont Hill Place, Suite 1302, Charlotte, North Carolina, 28217.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: It's February 8th, 2003.

Speaker speaker\_0: And a good telephone number I have is 980-213-7448?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And the email I have is amperc.4422@gmail?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, so checking the calendar, it looks like you became active in the coverage as of last Monday, the 10th, so you should be receiving your physical ID cards within the next few days. However, do you mind if I place you on a brief hold while I search up that information and I can email it to you?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, I'll be right back for you, okay?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. Hello, Amber, are you still there?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Awesome. Thank you so much for holding. So I went ahead and emailed you your ID cards to the email we had on file. Email that you should be looking out for is coming from info, that's I-N-F-O, @benefitsonacard.com. However, if you don't see them in your inbox, be sure to check your spam or check your junk folder, okay?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Awesome.

Speaker speaker\_1: I think I see a spam.

Speaker speaker\_0: Is there anything else I can assist you with today?

Speaker speaker\_1: No, that's all.

Speaker speaker\_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker\_1: See you soon.

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

Speaker speaker\_1: Bye-bye.