

## Transcript: Justin

**Mills-5638000507273216-5714293554855936**

### Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi. My name's Jared Hire. Um, I was just calling to see if my, uh, plan was active yet, and if it was, I'd like to get my card. Yeah. Let me check on that for you. Um, what's that staffing agency you work for? Uh, Focus. And the last four of your social? 7409. And for security purposes, could you verify your home address, including city, state and zip code, Jared? Uh, 102 Hensley Heights, Harrisburg, Kentucky, 40330. And confirm your date of birth? Uh, 4/26/02. I don't like how long it took me to think of that. Totally understand, and a good telephone number I have is 859-613-8099. Correct. And the email has jaredhire@gmail.com? Correct. Okay, so let's see here. So checking the calendar, it looks like we haven't received the first payroll deduction from Focus Workforce Management just yet. However, checking my Export History tab, I do know that deductions will have come out sometime this week for you to become active on Monday, the 5th. Okay. Okay. Now, regarding ID cards, once you do become active, physical ID cards would rec- uh, be received at your home address within seven to 10 business days. However, if you did call back the Thursday or Friday of the week you become active, we can email the ID cards to you then, just so you have them. Okay. Okay. Um, but other than that, is there anything else I can assist you with today, Jared? Uh, nope. I think that about covers it. Thank you, sir. You're welcome. You have a great day, okay? You too. Bye. All right. Bye-bye.

### Conversation Format

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

Speaker speaker\_1: Hi. My name's Jared Hire. Um, I was just calling to see if my, uh, plan was active yet, and if it was, I'd like to get my card.

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

Speaker speaker\_1: Uh, Focus.

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

Speaker speaker\_1: 7409.

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

Speaker speaker\_1: Uh, 102 Hensley Heights, Harrisburg, Kentucky, 40330.

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

Speaker speaker\_1: Uh, 4/26/02. I don't like how long it took me to think of that.

Speaker speaker\_0: Totally understand, and a good telephone number I have is 859-613-8099.

Speaker speaker\_1: Correct.

Speaker speaker\_0: And the email has jaredhire@gmail.com?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay, so let's see here. So checking the calendar, it looks like we haven't received the first payroll deduction from Focus Workforce Management just yet. However, checking my Export History tab, I do know that deductions will have come out sometime this week for you to become active on Monday, the 5th.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. Now, regarding ID cards, once you do become active, physical ID cards would rec- uh, be received at your home address within seven to 10 business days. However, if you did call back the Thursday or Friday of the week you become active, we can email the ID cards to you then, just so you have them.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. Um, but other than that, is there anything else I can assist you with today, Jared?

Speaker speaker\_1: Uh, nope. I think that about covers it. Thank you, sir.

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

Speaker speaker\_1: You too. Bye.

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