

## **Transcript: Justin**

**Mills-5657673670803456-6384211949207552**

### **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? No. Hello? Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yes. I called earlier because I need my ID number and all that, and they're supposed to send something to my email maybe. I didn't get anything. Let me check on that. What's the staffing agency you work for? Uh, Hamilton Rikers. And the last four of your social? 2339. And what was your first and last name? Starlin. It's... I think it's on our card. And for security purposes, can you verify the home address, including city, state and zip code, Starlin? Um, 120 Kirks Trading Post Road. City, state and zip code. Uh, Buchanan 38222. And your date of birth? 4-5-95. And a good phone number have a 731-336-0670. Yeah. Email have a Starlin Reed21@gmail? No, it's something different. What's a good email? It's Starlin Faith, F-A-I-T-H21 at gmail. So, Starlin Faith 21 at gmail? Yeah. F as in faith. I don't know if you got that. Okay. Well, hear. Do you mind if I place you on a brief hold while I email the information to you? Yes, please. Hello, are you still there? Uh, yes. Awesome. Thank you so much for holding. So, I went ahead and emailed you the ID card, so the email we updated with earlier. Email that you should be looking out for is coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see it in your inbox, be sure to check the spam or check the junk folder to be on the safe side. Okay? Okay. Is there anything else I can help you out with today, Starlin? Uh, no. I have it. Awesome. Well, thank you for calling Benefits in a Card and I hope you have a wonderful day. Okay? Thank you. You're welcome. 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: No. Hello?

Speaker speaker\_1: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Yes. I called earlier because I need my ID number and all that, and they're supposed to send something to my email maybe. I didn't get anything.

Speaker speaker\_1: Let me check on that. What's the staffing agency you work for?

Speaker speaker\_2: Uh, Hamilton Rikers.

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

Speaker speaker\_2: 2339.

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

Speaker speaker\_2: Starlin. It's... I think it's on our card.

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

Speaker speaker\_2: Um, 120 Kirks Trading Post Road.

Speaker speaker\_1: City, state and zip code.

Speaker speaker\_2: Uh, Buchanan 38222.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: 4-5-95.

Speaker speaker\_1: And a good phone number have a 731-336-0670.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Email have a Starlin Reed21@gmail?

Speaker speaker\_2: No, it's something different.

Speaker speaker\_1: What's a good email?

Speaker speaker\_2: It's Starlin Faith, F-A-I-T-H21 at gmail.

Speaker speaker\_1: So, Starlin Faith 21 at gmail?

Speaker speaker\_2: Yeah. F as in faith. I don't know if you got that.

Speaker speaker\_1: Okay. Well, hear. Do you mind if I place you on a brief hold while I email the information to you?

Speaker speaker\_2: Yes, please.

Speaker speaker\_1: Hello, are you still there?

Speaker speaker\_2: Uh, yes.

Speaker speaker\_1: Awesome. Thank you so much for holding. So, I went ahead and emailed you the ID card, so the email we updated with earlier. Email that you should be looking out for is coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see it in your inbox, be sure to check the spam or check the junk folder to be on the safe side. Okay?

Speaker speaker\_2: Okay.

Speaker speaker\_1: Is there anything else I can help you out with today, Starlin?

Speaker speaker\_2: Uh, no. I have it.

Speaker speaker\_1: Awesome. Well, thank you for calling Benefits in a Card and I hope you have a wonderful day. Okay?

Speaker speaker\_2: Thank you.

Speaker speaker\_1: You're welcome. Bye-bye.