

## Transcript: Justin

**Mills-5748655858171904-5956847217197056**

### Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi. Um, I keep getting these text messages, so I'm calling to see what Benefits in a Card is. Um, so us at Benefits in a Card, we're benefit administrators for staffing agencies. So do you work for a staffing agency? Yes. Okay. What's the name of that staffing agency? Partners Personnel. Okay. So we are clients with Partners Personnel, so we deal with their health insurance. Um, did you want information regarding the benefit that's offered through them? Absolutely. Okay. Um, so I can email you a copy of the benefit guide, um, because that shows what's covered, what's not covered and everything that's offered through Partners. Yes. However, do you have a good email I can send this to? I do. And what's that email? It's K-L-E-N-O-R-A W-I-L-L-I-A-M-S at Gmail. And just to confirm, K-L-E-N-O-R-A W-I-L-L-I-A-M-S at Gmail? Mm-hmm. Uh-huh. Okay. So the email that you should look out for will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay? Okay. Awesome. Well, is there anything else I could assist you with today? Um, no, that's it. Are... Have you already sent the email? Um, I'm working on it right now. I'm about- Okay. Okay. ... to send it now. All right. Is there anything else I can assist you with today? Um, no. Sorry, that's it. Let me make sure I get this email, though, before we hang up. Okay. Okay. Hold on just... Okay. I got it. Awesome. Well, you have a wonderful day, okay? Thank you. You, too. Thank you. Bye-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. Um, I keep getting these text messages, so I'm calling to see what Benefits in a Card is.

Speaker speaker\_0: Um, so us at Benefits in a Card, we're benefit administrators for staffing agencies. So do you work for a staffing agency?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. What's the name of that staffing agency?

Speaker speaker\_1: Partners Personnel.

Speaker speaker\_0: Okay. So we are clients with Partners Personnel, so we deal with their health insurance. Um, did you want information regarding the benefit that's offered through

them?

Speaker speaker\_1: Absolutely.

Speaker speaker\_0: Okay. Um, so I can email you a copy of the benefit guide, um, because that shows what's covered, what's not covered and everything that's offered through Partners.

Speaker speaker\_1: Yes.

Speaker speaker\_0: However, do you have a good email I can send this to?

Speaker speaker\_1: I do.

Speaker speaker\_0: And what's that email?

Speaker speaker\_1: It's K-L-E-N-O-R-A W-I-L-L-I-A-M-S at Gmail.

Speaker speaker\_0: And just to confirm, K-L-E-N-O-R-A W-I-L-L-I-A-M-S at Gmail?

Speaker speaker\_1: Mm-hmm. Uh-huh.

Speaker speaker\_0: Okay. So the email that you should look out for will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Awesome. Well, is there anything else I could assist you with today?

Speaker speaker\_1: Um, no, that's it. Are... Have you already sent the email?

Speaker speaker\_0: Um, I'm working on it right now. I'm about-

Speaker speaker\_1: Okay. Okay.

Speaker speaker\_0: ... to send it now.

Speaker speaker\_1: All right.

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

Speaker speaker\_1: Um, no. Sorry, that's it. Let me make sure I get this email, though, before we hang up.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Okay. Hold on just... Okay. I got it.

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

Speaker speaker\_1: Thank you. You, too.

Speaker speaker\_0: Thank you. Bye-bye.

Speaker speaker\_1: Bye.