

## **Transcript: Justin**

**Mills-5854444130844672-6743906088042496**

### **Full Transcript**

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Oh, yes. I have, um, benefits with you guys, um, and I spent my 30th. I was taking out my check, um. I just had enrolled. I don't know if it started yet, but I wanted to take a couple things off if possible, and to add it on a little later on down the road, if that makes sense. Yeah. Let me check on that for you. Um, what's that staffing agency you work for? TRC. TRC Staffing. And the last four of your Social? 7669. And what was your first and last name? Latricia Bill. Okay. And for security purposes, could you verify your home address, including city, state and zip code? 643 Boy Scott Road, Gaston, South Carolina 29053. And confirm your date of birth? 12/22/89. And a good telephone number I have is 629-1750? Yes. And the email I have is latriciajones20@yahoo.com? Yes. Okay. So, uh, looking at the calendar, it looks like you became active in the coverage as of this past Monday, the 5th, so you should be receiving all of your physical ID cards early next week. However, I can search up those ID cards and see if they have been generated, and if so, I can email them to you. However, what did you want to take off your coverage? Um... I really don't wanna take off nothing. You know, like- It's totally- It's okay. I'm not gonna take off nothing. Okay, um, well, here. If that's okay. I can, um, place you on a brief hold for a second to see if, uh, the ID cards have been generated, and if so, I'll email them to you. Okay. Okay. I'll be right back for you, okay? Okay. Okay. You too. Hello? Are you still there? Yes. Awesome. Thank you so much for holding. So, I went ahead and emailed you all, uh, your dental and your medical and vision ID cards to the email we have on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com. However, if you don't see them in your inbox, be sure to check your spam or check your junk folder, okay? Okay. Is there anything else I could assist you with today? No. That's it. Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day, okay? You too. All right. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Oh, yes. I have, um, benefits with you guys, um, and I spent my 30th. I was taking out my check, um. I just had enrolled. I don't know if it started yet, but I wanted to take a couple things off if possible, and to add it on a little later on down the road, if that makes sense.

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

Speaker speaker\_1: TRC.

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

Speaker speaker\_1: 7669.

Speaker speaker\_0: And what was your first and last name?

Speaker speaker\_1: Latricia Bill.

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

Speaker speaker\_1: 643 Boy Scott Road, Gaston, South Carolina 29053.

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

Speaker speaker\_1: 12/22/'89.

Speaker speaker\_0: And a good telephone number I have is 629-1750?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And the email I have is latriciajones20@yahoo.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So, uh, looking at the calendar, it looks like you became active in the coverage as of this past Monday, the 5th, so you should be receiving all of your physical ID cards early next week. However, I can search up those ID cards and see if they have been generated, and if so, I can email them to you. However, what did you want to take off your coverage?

Speaker speaker\_1: Um... I really don't wanna take off nothing. You know, like-

Speaker speaker\_0: It's totally-

Speaker speaker\_1: It's okay. I'm not gonna take off nothing.

Speaker speaker\_0: Okay, um, well, here.

Speaker speaker\_1: If that's okay.

Speaker speaker\_0: I can, um, place you on a brief hold for a second to see if, uh, the ID cards have been generated, and if so, I'll email them to you.

Speaker speaker\_1: Okay.

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

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay.

Speaker speaker\_3: You too.

Speaker speaker\_0: Hello? 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 all, uh, your dental and your medical and vision ID cards to the email we have on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.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: Is there anything else I could assist you with today?

Speaker speaker\_1: No. That's it.

Speaker speaker\_0: Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day, okay?

Speaker speaker\_1: You too.

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