

Transcript: Justin

Mills-5908926370201600-6018222953119744

Full Transcript

... card before, but I was wondering if I could- Hi. This is Justin. How can I help you today? Yeah, my name's David Allen, and I need to find out about my medical bene- benefits from WorkSource. Okay, so the WorkSource. What's the last four of your social? 9193. And you said David Allen? Yes. Okay, and for security purposes, can you verify your home address, including city, state and zip code, David? Yeah, it's nine... It's, uh, PO Box 915. That's South Sals, Oklahoma. Zip code is 74955. And your date of birth? 08/09/1971. And a good telephone number I has 918-427-1560. 1560... No, that's my old number. And what's a good telephone number for you? Uh, 479-571-6594. And just to confirm, 479-571-6594? Yes. Okay. And the email, I have a SandersJohnny70 at gmail? Yes. Okay, how can I help you today? Uh, I just need to, uh, verify my medical with, uh, WorkSource, 'cause I got a toothache today. And man, it's killing me. I need, need to go to the dentist if I... if possible. I need to find out what I need to do to do that. Do y'all have to send me a, a, a medical, dental card, or, or what? Um, so I can possibly email the ID cards to you, just so you have 'em, and then include telephone numbers in the email, uh, to where you can find your providers in your specific location. Uh, can you send it through the mail? Yeah, I can put it in a physical request as well. Okay, yeah. If you can do that, that'd be great, because I can't always get on to my email. I've been having a lot of trouble with my phone lately. I totally understand. Uh, well, here, do you mind if I place you in a brief hold while I do that, all of that for you? Yeah, that's fine. Okay. Get off of me. You're not going. Quit. Hello, David, you still there? Yeah, I'm still here. Awesome. Thank you so much for holding. So first thing, um, I put in the request for new physical ID cards to be mailed out to you, so you should receive those within seven to 10 business days. I also went ahead and emailed the ID cards to you, just to be on the safe side. Okay. Um, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandcard.com, okay? Okay. Uh, what, what email address did you send it to? Johnny Sanders? Uh, Sandersjohnny80 at... or 70 at gmail. Yeah, yeah, gmail. Okay. Yeah, that I can get onto. Okay. So and just in case I don't get the cards and I need to go right away, then I, uh, at least I got it on his email. That's my uncle. Yes, sir. That's why I set it up like that with WorkSource, because I told them I couldn't actually... my, my email at the moment, I gotta take my phone up to Best Buy. Uh, I loan my phone to my son, and he got a damn hack on it. So... Totally understand. Um, well, is there anything else I can help you out with today, David? Nope, that'd be it. Awesome. Well, you have a wonderful day, okay? All right. And those will be sent out to the 915 PO Box 915? Correct. Yes, sir. Okay. All right. I appreciate it. You're welcome. You have a great day, okay? You too. Thank you. You're welcome. Bye-bye.

Conversation Format

Speaker speaker_0: ... card before, but I was wondering if I could-

Speaker speaker_1: Hi. This is Justin. How can I help you today?

Speaker speaker_0: Yeah, my name's David Allen, and I need to find out about my medical bene- benefits from WorkSource.

Speaker speaker_1: Okay, so the WorkSource. What's the last four of your social?

Speaker speaker_0: 9193.

Speaker speaker_1: And you said David Allen?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay, and for security purposes, can you verify your home address, including city, state and zip code, David?

Speaker speaker_0: Yeah, it's nine... It's, uh, PO Box 915. That's South Sals, Oklahoma. Zip code is 74955.

Speaker speaker_1: And your date of birth?

Speaker speaker_0: 08/09/1971.

Speaker speaker_1: And a good telephone number I has 918-427-1560.

Speaker speaker_0: 1560... No, that's my old number.

Speaker speaker_1: And what's a good telephone number for you?

Speaker speaker_0: Uh, 479-571-6594.

Speaker speaker_1: And just to confirm, 479-571-6594?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay. And the email, I have a SandersJohnny70 at gmail?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay, how can I help you today?

Speaker speaker_0: Uh, I just need to, uh, verify my medical with, uh, WorkSource, 'cause I got a toothache today. And man, it's killing me. I need, need to go to the dentist if I... if possible. I need to find out what I need to do to do that. Do y'all have to send me a, a, a medical, dental card, or, or what?

Speaker speaker_1: Um, so I can possibly email the ID cards to you, just so you have 'em, and then include telephone numbers in the email, uh, to where you can find your providers in your specific location.

Speaker speaker_0: Uh, can you send it through the mail?

Speaker speaker_1: Yeah, I can put it in a physical request as well.

Speaker speaker_0: Okay, yeah. If you can do that, that'd be great, because I can't always get on to my email. I've been having a lot of trouble with my phone lately.

Speaker speaker_1: I totally understand. Uh, well, here, do you mind if I place you in a brief hold while I do that, all of that for you?

Speaker speaker_0: Yeah, that's fine.

Speaker speaker_1: Okay.

Speaker speaker_0: Get off of me. You're not going. Quit.

Speaker speaker_1: Hello, David, you still there?

Speaker speaker_0: Yeah, I'm still here.

Speaker speaker_1: Awesome. Thank you so much for holding. So first thing, um, I put in the request for new physical ID cards to be mailed out to you, so you should receive those within seven to 10 business days. I also went ahead and emailed the ID cards to you, just to be on the safe side.

Speaker speaker_0: Okay.

Speaker speaker_1: Um, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandcard.com, okay?

Speaker speaker_0: Okay. Uh, what, what email address did you send it to? Johnny Sanders?

Speaker speaker_1: Uh, Sandersjohnny80 at... or 70 at gmail.

Speaker speaker_0: Yeah, yeah, gmail. Okay. Yeah, that I can get onto.

Speaker speaker_1: Okay.

Speaker speaker_0: So and just in case I don't get the cards and I need to go right away, then I, uh, at least I got it on his email. That's my uncle.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: That's why I set it up like that with WorkSource, because I told them I couldn't actually... my, my email at the moment, I gotta take my phone up to Best Buy. Uh, I loan my phone to my son, and he got a damn hack on it. So...

Speaker speaker_1: Totally understand. Um, well, is there anything else I can help you out with today, David?

Speaker speaker_0: Nope, that'd be it.

Speaker speaker_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_0: All right. And those will be sent out to the 915 PO Box 915?

Speaker speaker_1: Correct. Yes, sir.

Speaker speaker_0: Okay. All right. I appreciate it.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_0: You too. Thank you.

Speaker speaker_1: You're welcome. Bye-bye.