

## Transcript: Justin

**Mills-6106086088818688-5705865232039936**

### Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi. How are you? Doing pretty well, and yourself? I'm doing good. Thank you. Um, my name is, uh, Farba, F-A-R-B-A, and my last name M-B-O-W. So, um, I called there, um, before yesterday, I think, to say, like, um, I didn't still receive my insurance. And, like, you guys supposed to send it to my email, but I still didn't receive it. Yeah. Let me check on that. What's that staffing agency you work for? Huh? What's the staffing agency you work for? C- Certain Staffing. And the last four of your Social? Oh, let me see. Let me take a look real quick. Let's see. Um, 2648... Okay. And what was your first and last name again? I'm sorry. F-A-R-B-A. And, um, my middle name is M-O-U-S-S-A, and the last name, M-B-O-W. Okay. So just one sec. Okay. Okay. So, what's your full Social? The full Social? Right. Okay. The full Social is, um, 677-66-2846. And for security purposes, can you verify your home address, including city, state and zip code for us? 813 Arrowhead Drive, Appointment A, Kidney, Ohio 45365. And your date of birth? 03/03/'90. And a good telephone number has 937-972-1060? Yeah. And the email has mbofarba@gmail.com? Yes. Okay. Here, do you mind if I place you on a brief hold- Sure. ... while I email you the information? Uh, okay. The, um, the email is, uh, m- uh, M-B-O-W M-O-U-S-S-A... A, um, how to say it? Okay. M-B-O-W F-A-R-B-A M-B-O-W.com... @gmail.com. So, M-B-O-F-A-R-B-A M-B-O-W@gmail? No. Is, um, M-B-O-F-A-R-B-A M-O-U-S-S-A@gmail.com. Okay. Well, here, do you mind if I place you on a brief hold while I email the information to you? Okay. Hello. Are you still there? Yes. Awesome. Thank you so much for holding. So, I went ahead and emailed you your ID card to the email you just provided me with. Email that you should be looking out for- Huh? I said, I emailed you the ID card to the email you provided me with. Oh. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. Info... Oh, um, 'cause I'm driving, I'm just gonna park and see. Sorry. Yeah. Like, did you say, like, um, ID card? Identification? Iden- identity? Correct. It says ID card, um, coming from info@benefitsinacard.com, yes. Yeah. I re- I received that. Okay. Well, 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. Oh, yeah. I see it now. Okay. Is there anything- All right. ... else I can assist you with today? Um, that, that'll be it. Thank you so much, sir. You're welcome. You have a great day, okay? Yep. You too. Thanks. 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. How are you?

Speaker speaker\_0: Doing pretty well, and yourself?

Speaker speaker\_1: I'm doing good. Thank you. Um, my name is, uh, Farba, F-A-R-B-A, and my last name M-B-O-W. So, um, I called there, um, before yesterday, I think, to say, like, um, I didn't still receive my insurance. And, like, you guys supposed to send it to my email, but I still didn't receive it.

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

Speaker speaker\_1: Huh?

Speaker speaker\_0: What's the staffing agency you work for?

Speaker speaker\_1: C- Certain Staffing.

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

Speaker speaker\_1: Oh, let me see. Let me take a look real quick. Let's see. Um, 2648...

Speaker speaker\_0: Okay. And what was your first and last name again? I'm sorry.

Speaker speaker\_1: F-A-R-B-A. And, um, my middle name is M-O-U-S-S-A, and the last name, M-B-O-W.

Speaker speaker\_2: Okay. So just one sec. Okay.

Speaker speaker\_0: Okay. So, what's your full Social?

Speaker speaker\_1: The full Social?

Speaker speaker\_0: Right.

Speaker speaker\_1: Okay. The full Social is, um, 677-66-2846.

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

Speaker speaker\_1: 813 Arrowhead Drive, Appointment A, Kidney, Ohio 45365.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 03/03/'90.

Speaker speaker\_0: And a good telephone number has 937-972-1060?

Speaker speaker\_1: Yeah.

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

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Here, do you mind if I place you on a brief hold-

Speaker speaker\_1: Sure.

Speaker speaker\_0: ... while I email you the information?

Speaker speaker\_1: Uh, okay. The, um, the email is, uh, m- uh, M-B-O-W M-O-U-S-S-A... A, um, how to say it? Okay. M-B-O-W F-A-R-B-A M-B-O-W.com... @gmail.com.

Speaker speaker\_0: So, M-B-O-F-A-R-B-A M-B-O-W@gmail?

Speaker speaker\_1: No. Is, um, M-B-O-F-A-R-B-A M-O-U-S-S-A@gmail.com.

Speaker speaker\_0: Okay. Well, here, do you mind if I place you on a brief hold while I email the information to you?

Speaker speaker\_1: Okay.

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 your ID card to the email you just provided me with. Email that you should be looking out for-

Speaker speaker\_1: Huh?

Speaker speaker\_0: I said, I emailed you the ID card to the email you provided me with.

Speaker speaker\_1: Oh.

Speaker speaker\_0: Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com.

Speaker speaker\_1: Info... Oh, um, 'cause I'm driving, I'm just gonna park and see. Sorry. Yeah. Like, did you say, like, um, ID card? Identification? Iden- identity?

Speaker speaker\_0: Correct. It says ID card, um, coming from info@benefitsinacard.com, yes.

Speaker speaker\_1: Yeah. I re- I received that.

Speaker speaker\_0: Okay. Well, 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.

Speaker speaker\_1: Oh, yeah. I see it now. Okay.

Speaker speaker\_0: Is there anything-

Speaker speaker\_1: All right.

Speaker speaker\_0: ... else I can assist you with today?

Speaker speaker\_1: Um, that, that'll be it. Thank you so much, sir.

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

Speaker speaker\_1: Yep. You too. Thanks. Bye.

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