

## **Transcript: Justin**

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### **Full Transcript**

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, Justin. How are you? I'm doing pretty well, and yourself? I'm good. Um, I was calling to find out... Um, okay. So I, uh, I, I applied for the, the dental benefits. Mm-hmm. For New York Central. I was wondering, am I supposed to receive a card or anything like that? Um, you should have received an ID card. I can possibly email it to you if you don't have it. Um, what's that staffing agency you work for? Um, HSS. And the last four of your social? 3147. And what was your first and last name? It's Sarah Lubrun, L-U-B-R-U-N. And for security purposes, could you verify your home address, including city, state and zip code, Sarah? It's 1719 Americana Boulevard, Orlando, Florida 32839. And confirm your date of birth? July 17th, '85. And a good telephone number I have is 407-652-8506. Yeah. And the email I have is sarahluburn, lubrun at Gmail? Yeah. Mm-hmm. Okay. Um, well, here, do you mind if I place you on a brief hold while I email that information to you? No problem. Okay. Hello, Sarah. You still there? Yes. Awesome. Thank you so much for holding. Um, I went ahead and emailed you the email, uh, the ID card to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see them in your inbox, be sure to check your spam or check your junk folder, okay? Okay. No problem. Okay. Well, was there anything else- Awesome. ... I could assist you with today? No, that's good. I got everything. Awesome. All right. I got- You have a wonderful weekend, okay? All right. Thank you. You too. Thank you. 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, Justin. How are you?

Speaker speaker\_0: I'm doing pretty well, and yourself?

Speaker speaker\_1: I'm good. Um, I was calling to find out... Um, okay. So I, uh, I, I applied for the, the dental benefits.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: For New York Central. I was wondering, am I supposed to receive a card or anything like that?

Speaker speaker\_0: Um, you should have received an ID card. I can possibly email it to you if you don't have it. Um, what's that staffing agency you work for?

Speaker speaker\_1: Um, HSS.

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

Speaker speaker\_1: 3147.

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

Speaker speaker\_1: It's Sarah Lubrun, L-U-B-R-U-N.

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

Speaker speaker\_1: It's 1719 Americana Boulevard, Orlando, Florida 32839.

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

Speaker speaker\_1: July 17th, '85.

Speaker speaker\_0: And a good telephone number I have is 407-652-8506.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: And the email I have is sarahluburn, lubrun at Gmail?

Speaker speaker\_1: Yeah. Mm-hmm.

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

Speaker speaker\_1: No problem.

Speaker speaker\_0: Okay. Hello, Sarah. You still there?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Awesome. Thank you so much for holding. Um, I went ahead and emailed you the email, uh, the ID card to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.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. No problem.

Speaker speaker\_0: Okay. Well, was there anything else-

Speaker speaker\_1: Awesome.

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

Speaker speaker\_1: No, that's good. I got everything.

Speaker speaker\_0: Awesome.

Speaker speaker\_1: All right. I got-

Speaker speaker\_0: You have a wonderful weekend, okay?

Speaker speaker\_1: All right. Thank you. You too.

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