

## **Transcript: Justin**

**Mills-6221140413431808-6714017962835968**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, Justin. How are you this morning? Doing pretty well, and yourself? Good. I was just calling to get my member ID number. Yeah, let me check on that for you. What's the staffing agency you work for? Greater Circle. Greater Circle. And the last four of your Social? 4471. And what was your first and last name? Mikaela Mapini. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Mikaela? Um, 1050 Sullivan Avenue, Columbus, Ohio 43223. And confirm your date of birth? 10/08/03. And a good telephone number I have is 239-919-2231? Yes, sir. And the email I have is kaelarenaeworks@gmail? Yes, sir. Okay, uh, well here, do you mind if I place you in a brief hold while I email that information to you? Yes. Okay. Hello, Mikaela, are you still there? There, yes. Awesome. Thank you so much for holding. Um, so I went ahead and emailed you your ID cards to the email I have on file. Um, email that you should be looking out for is coming from info, that's I-N-F-O, @benefitsandacard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder to be on the safe side, okay? Okay, that's perfect. Thank you so much. You're welcome. And, uh, regarding your physical ID cards, you should be receiving those within the next few days, um, since you became active as of last Monday the 6th. Yeah. Um, but is there anything- Hello? ... else I can help you with, friend? I'm still here. Oh, okay. No, no, no. Okay, no, that's great. Thank you so much. You're welcome. You have a great day, okay? You as well. Bye bye. All right, bye bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Hi, Justin. How are you this morning?

Speaker speaker\_1: Doing pretty well, and yourself?

Speaker speaker\_2: Good. I was just calling to get my member ID number.

Speaker speaker\_1: Yeah, let me check on that for you. What's the staffing agency you work for?

Speaker speaker\_2: Greater Circle.

Speaker speaker\_1: Greater Circle. And the last four of your Social?

Speaker speaker\_2: 4471.

Speaker speaker\_1: And what was your first and last name?

Speaker speaker\_2: Mikaela Mapini.

Speaker speaker\_1: Okay. And for security purposes, could you verify your home address, including city, state and zip code, Mikaela?

Speaker speaker\_2: Um, 1050 Sullivan Avenue, Columbus, Ohio 43223.

Speaker speaker\_1: And confirm your date of birth?

Speaker speaker\_2: 10/08/03.

Speaker speaker\_1: And a good telephone number I have is 239-919-2231?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: And the email I have is kaelarenaeworks@gmail?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Okay, uh, well here, do you mind if I place you in a brief hold while I email that information to you?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Hello, Mikaela, are you still there?

Speaker speaker\_2: There, yes.

Speaker speaker\_1: Awesome. Thank you so much for holding. Um, so I went ahead and emailed you your ID cards to the email I have on file. Um, email that you should be looking out for is coming from info, that's I-N-F-O, @benefitsandacard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder to be on the safe side, okay?

Speaker speaker\_2: Okay, that's perfect. Thank you so much.

Speaker speaker\_1: You're welcome. And, uh, regarding your physical ID cards, you should be receiving those within the next few days, um, since you became active as of last Monday the 6th.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Um, but is there anything-

Speaker speaker\_2: Hello?

Speaker speaker\_1: ... else I can help you with, friend? I'm still here.

Speaker speaker\_2: Oh, okay. No, no, no. Okay, no, that's great. Thank you so much.

Speaker speaker\_1: You're welcome. You have a great day, okay?

Speaker speaker\_2: You as well. Bye bye.

Speaker speaker\_1: All right, bye bye.