

Transcript: Justin

Mills-6245851679735808-5893237683306496

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hi. I was calling because I've been waiting for my, um, card, my ID card to, um, come in the mail, and it still hasn't. And I have a prescription that I need to... a couple prescriptions, actually, that I need to pick up. Um, and I haven't been able to for, like, about a month now because I've been waiting, uh, for my card. Okay. What's the staffing agency you work for? Uh, Terra Staffing or Virtella. And the last four of your social? 2712. And what was your first and last name? Ariana Sanchez. And for security purposes, can you verify your home address, including city, state and zip code? Uh, yeah. It's 8216, uh, 30th Place, Marysville, Washington 92702. And your date of birth? 08/11/99. And a good telephone number I have is 425-350-6664? Yeah. And the email I have is arianasanchez8638@yahoo? Yeah. Okay. Well, here, do you mind if I place you in a brief hold while I email that information to you? Uh, yeah. Hello, Ariana. You still there? Yeah. Awesome. Thank you so much for holding. So, I went ahead and emailed you your ID card 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 it in your inbox, be sure to check your spam or check your junk folder. Okay? Okay. Is there anything else I can help you out with today? Uh, no, that was it. Awesome. Well, thank you for calling Benefits and a Card. Thanks so much. You're welcome. You have a great day. Okay? Thank- thank you. You too. Thank you. 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 on a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hi. I was calling because I've been waiting for my, um, card, my ID card to, um, come in the mail, and it still hasn't. And I have a prescription that I need to... a couple prescriptions, actually, that I need to pick up. Um, and I haven't been able to for, like, about a month now because I've been waiting, uh, for my card.

Speaker speaker_1: Okay. What's the staffing agency you work for?

Speaker speaker_2: Uh, Terra Staffing or Virtella.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 2712.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Ariana Sanchez.

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

Speaker speaker_2: Uh, yeah. It's 8216, uh, 30th Place, Marysville, Washington 92702.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 08/11/99.

Speaker speaker_1: And a good telephone number I have is 425-350-6664?

Speaker speaker_2: Yeah.

Speaker speaker_1: And the email I have is arianasanchez8638@yahoo?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. Well, here, do you mind if I place you in a brief hold while I email that information to you?

Speaker speaker_2: Uh, yeah.

Speaker speaker_1: Hello, Ariana. You still there?

Speaker speaker_2: Yeah.

Speaker speaker_1: Awesome. Thank you so much for holding. So, I went ahead and emailed you your ID card 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 it in your inbox, be sure to check your spam or check your junk folder. Okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Is there anything else I can help you out with today?

Speaker speaker_2: Uh, no, that was it.

Speaker speaker_1: Awesome. Well, thank you for calling Benefits and a Card.

Speaker speaker_2: Thanks so much.

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

Speaker speaker_2: Thank- thank you. You too.

Speaker speaker_1: Thank you. Bye-bye.