

## **Transcript: Justin**

**Mills-6432703793545216-6511727676964864**

### **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? Yes, I'm with TRC Staffing and I need my insurance information for, to go to the doctor. Yeah. Let me check on that for you. What's the, uh, so TRC, what's the last four of your Social? Two, 2280. And your first and last name? Phillip Cole. And for security purposes, can you verify the home address, including city, state and zip code, Mr. Cole? 114 Lowry Road, Rockmart, Georgia 30153. And your date of birth? 05/29/77. And a good telephone number has a 678-223-5531? That is correct. And the email has philipcole114@icloud? Yes. Okay. Well, here, do you mind if I place you in a brief hold while I email you that information? Yeah, that's fine. Okay. I'll be right back for you. Okay? Okay. Thank you. You're welcome. Hello, Phillip. You still there? Yes. Awesome. Thank you so much for holding. So I went ahead and emailed you your ID card to the email that was on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefits. Okay. Onacard.com. Okay? Okay. Thank you. You're welcome. Is there anything else I can help you out with today? That'll do it. Awesome. Well, you have a wonderful day. Okay? You too. Thank you. You're welcome. 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: Yes, I'm with TRC Staffing and I need my insurance information for, to go to the doctor.

Speaker speaker\_1: Yeah. Let me check on that for you. What's the, uh, so TRC, what's the last four of your Social?

Speaker speaker\_2: Two, 2280.

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

Speaker speaker\_2: Phillip Cole.

Speaker speaker\_1: And for security purposes, can you verify the home address, including city, state and zip code, Mr. Cole?

Speaker speaker\_2: 114 Lowry Road, Rockmart, Georgia 30153.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: 05/29/77.

Speaker speaker\_1: And a good telephone number has a 678-223-5531?

Speaker speaker\_2: That is correct.

Speaker speaker\_1: And the email has philipcole114@icloud?

Speaker speaker\_2: Yes.

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

Speaker speaker\_2: Yeah, that's fine.

Speaker speaker\_1: Okay. I'll be right back for you. Okay?

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: You're welcome. Hello, Phillip. You still there?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Awesome. Thank you so much for holding. So I went ahead and emailed you your ID card to the email that was on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefits.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Onacard.com. Okay?

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: You're welcome. Is there anything else I can help you out with today?

Speaker speaker\_2: That'll do it.

Speaker speaker\_1: Awesome. Well, you have a wonderful day. Okay?

Speaker speaker\_2: You too. Thank you.

Speaker speaker\_1: You're welcome. Bye-bye.