

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Uh, good morning. I've not received my, my, my, my card, my benefits card. So, you need your benefit card? Yeah. 'Cause If I go to the, I mean, the office, I should bring something for them to show it. I don't have it. Yeah, I can email you that information. What's the staffing agency you work for? Uh, TRC. And the last four of your social? Um, 1885. And what were your first and last name? Uh, the first name is Tanu, the last name is Menja. And for security purposes, could you verify your home address, including city, state and zip code? Yeah. Uh, 1550 Jeremy Road, South East Marietta, Georgia 30067. And your date of birth? October 1st, 1990. And your telephone number I have is 404-484-4927. Yes, sir. And the email I have is your first and last name at gmail.com? Yes, sir. Okay. Well, here, do you mind if I place you in a brief hold while I email you your information? Okay, thank you. Okay. Hello? Are you still there? Yes. Awesome. Thank you so much for holding. So, I went ahead and emailed you all of your ID cards to the email we had on file. Mm-hmm. Mm-hmm. 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. Okay. So- Is there anything else I can help you with today? Uh, so it's gonna be the s- um, the SSO and the dental card, yeah? Correct. Yes, sir. Okay. Yeah, that's it. Awesome. Well, you have a wonderful weekend, okay? You too. Thank you. All right, goodbye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Uh, good morning. I've not received my, my, my, my card, my benefits card.

Speaker speaker_0: So, you need your benefit card?

Speaker speaker_1: Yeah. 'Cause If I go to the, I mean, the office, I should bring something for them to show it. I don't have it.

Speaker speaker_0: Yeah, I can email you that information. What's the staffing agency you work for?

Speaker speaker_1: Uh, TRC.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: Um, 1885.

Speaker speaker_0: And what were your first and last name?

Speaker speaker_1: Uh, the first name is Tanu, the last name is Menja.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code?

Speaker speaker_1: Yeah. Uh, 1550 Jeremy Road, South East Marietta, Georgia 30067.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: October 1st, 1990.

Speaker speaker_0: And your telephone number I have is 404-484-4927.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email I have is your first and last name at gmail.com?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. Well, here, do you mind if I place you in a brief hold while I email you your information?

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: Okay. 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 all of your ID cards to the email we had on file.

Speaker speaker_1: Mm-hmm. Mm-hmm.

Speaker speaker_0: 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_1: Okay. Okay. So-

Speaker speaker_0: Is there anything else I can help you with today?

Speaker speaker_1: Uh, so it's gonna be the s- um, the SSO and the dental card, yeah?

Speaker speaker_0: Correct. Yes, sir.

Speaker speaker_1: Okay. Yeah, that's it.

Speaker speaker_0: Awesome. Well, you have a wonderful weekend, okay?

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: All right, goodbye.

Speaker speaker_1: Bye.