

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? Hi, Justin. My name is Allison McCook, and I am calling to see when my benefits will begin, please. Yeah, let me check on that. What's that staffing agency you work for? B-G-S-F. And the last four of your social? One, zero, seven, nine. And for security purposes, could you verify your home address, including city, state and zip code- Sure. ... Allison? Absolutely. 4900 Oak Bluff in Mesquite, Texas, 75150. And confirm your date of birth for me. 6/10/'66. And a good telephone number I have is 365-6096? Yes, sir. And the email I have is allisonmccook@gmail? Yeah, that's fine. Okay. Um, so looking at the file- No, it's allisonmccook@hotmail. Sorry. Sorry, hotmail.com? I mean, that's valid as a email but allisonmccook@hotmail.com. Okay. So let's see here. That should be well enough give me any information about this, huh? Probably. Um, but looking at the file, you are currently enrolled in the benefits offered through BG Staffing. However, checking my calendar, we're still waiting on that first payroll deduction to come through from them. Okay. So once we receive that deduction, you'll become active and then cards will be issued out from there. Okay. Good to know. That's what I need to know. Thank you so much. I appreciate your assistance, sir. You're welcome, Allison. You have a great day, okay? You too. Thank you. Bye-bye. All right. Bye-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: Hi, Justin. My name is Allison McCook, and I am calling to see when my benefits will begin, please.

Speaker speaker_0: Yeah, let me check on that. What's that staffing agency you work for?

Speaker speaker_1: B-G-S-F.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: One, zero, seven, nine.

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

Speaker speaker_1: Sure.

Speaker speaker_0: ... Allison?

Speaker speaker_1: Absolutely. 4900 Oak Bluff in Mesquite, Texas, 75150.

Speaker speaker_0: And confirm your date of birth for me.

Speaker speaker_1: 6/10/'66.

Speaker speaker_0: And a good telephone number I have is 365-6096?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email I have is allisonmccook@gmail?

Speaker speaker_1: Yeah, that's fine.

Speaker speaker_0: Okay. Um, so looking at the file-

Speaker speaker_1: No, it's allisonmccook@hotmail. Sorry.

Speaker speaker_0: Sorry, hotmail.com?

Speaker speaker_1: I mean, that's valid as a email but allisonmccook@hotmail.com.

Speaker speaker_0: Okay. So let's see here.

Speaker speaker_1: That should be well enough give me any information about this, huh?

Speaker speaker_0: Probably. Um, but looking at the file, you are currently enrolled in the benefits offered through BG Staffing. However, checking my calendar, we're still waiting on that first payroll deduction to come through from them.

Speaker speaker_1: Okay.

Speaker speaker_0: So once we receive that deduction, you'll become active and then cards will be issued out from there.

Speaker speaker_1: Okay. Good to know. That's what I need to know. Thank you so much. I appreciate your assistance, sir.

Speaker speaker_0: You're welcome, Allison. You have a great day, okay?

Speaker speaker_1: You too. Thank you. Bye-bye.

Speaker speaker_0: All right. Bye-bye.