

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. Um, I called earlier. I mean, I'm Fedaa. Uh, hi. I called you up because, um, they're supposed to send me an email with my, um, information, but, um, I've been looking on... I couldn't find it anywhere, not, not in the spam or in my regular mail. Yeah. So if you can send it to me again. Yeah. Were you needing your ID cards or something? Yes. Yes. Okay. What's that staffing agency you work for? Uh, Nycat. And the last four of your Social? 1471. And what was your first and last name? F-E-D-A-A, last E-L-H-E-A-Q. And for security purposes, could you verify your home address, including city, state and zip code? 1038 Bank Street, Painesville, Ohio, 44077. And, um, September 17, 1986. And a good telephone number have is 646-472-6969. Correct. And the email I have is F-E-D-A-A-M-A-N-A-A99 at Gmail. Correct. Here, do you want to ... issue a brief photo ID and we'll email that information to you? Mm-hmm. Okay. Hello. Are you still there? Yes. So thanks for holding. So I went ahead and emailed you your ID cards to the email we had on file. Email that you should look out for will be coming from info, that's I-N-F-O, @benefitsandacard.com. However, if you don't see them in your inbox, be sure to check your spam or check your junk folder, okay? Yes, I got it, but where is, um... Oh, okay. Is there anything else I can assist you with today? That's what I need? Yeah, that's all I need. Yeah. Okay, thank you. You're welcome. You have a great day, okay? You too. 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. Um, I called earlier. I mean, I'm Fedaa. Uh, hi. I called you up because, um, they're supposed to send me an email with my, um, information, but, um, I've been looking on... I couldn't find it anywhere, not, not in the spam or in my regular mail.

Speaker speaker_0: Yeah.

Speaker speaker_1: So if you can send it to me again.

Speaker speaker_0: Yeah. Were you needing your ID cards or something?

Speaker speaker_1: Yes. Yes.

Speaker speaker_0: Okay. What's that staffing agency you work for?

Speaker speaker_1: Uh, Nycat.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 1471.

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

Speaker speaker_1: F-E-D-A-A, last E-L-H-E-A-Q.

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

Speaker speaker_1: 1038 Bank Street, Painesville, Ohio, 44077. And, um, September 17, 1986.

Speaker speaker_0: And a good telephone number have is 646-472-6969.

Speaker speaker_1: Correct.

Speaker speaker_0: And the email I have is F-E-D-A-A-M-A-N-A-A99 at Gmail.

Speaker speaker_1: Correct.

Speaker speaker_0: Here, do you want to ... issue a brief photo ID and we'll email that information to you?

Speaker speaker_1: Mm-hmm. Okay.

Speaker speaker_0: Hello. Are you still there?

Speaker speaker_1: Yes.

Speaker speaker_0: So thanks for holding. So I went ahead and emailed you your ID cards to the email we had on file. Email that you should look out for will be coming from info, that's I-N-F-O, @benefitsandacard.com. However, if you don't see them in your inbox, be sure to check your spam or check your junk folder, okay?

Speaker speaker_1: Yes, I got it, but where is, um... Oh, okay.

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

Speaker speaker_1: That's what I need? Yeah, that's all I need.

Speaker speaker_0: Yeah.

Speaker speaker_1: Okay, thank you.

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

Speaker speaker_1: You too. Bye.

Speaker speaker_0: Bye.