

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, Justin. My name is Tway. I'm just calling because I was trying to access my benefits online but it says that my card, or I guess my account has been, uh, disabled. So, I'm just trying to get that information. Um, yeah, I could possibly email it to you. What's that staffing agency you work for? Um, it's gonna be Global Empire GHG LLC. Let's see here. You said Global Empire? Yeah. Okay. So, North Staffing, and the last four of your social? That's gonna be 6499. 6499. And what was your first and last name? First name's gonna be Tway, T-H-U-A. And last name is Khau, K-H-A-U. And for security purposes, can you verify your home address including city, state and zip code? Sure. It's gonna be 1730 Fox Run Road, Reno, Nevada 89512. Or 89523, sorry. And confirm your date of birth? Uh, October 8th, 1996. And a good telephone number has a 617-909-3177? Yes. And the email address is your first and last name at yahoo.com? Yes. All right. Um, well, here, do you mind if I place you on a brief hold for a second while I email you the information? Y- yeah. Yeah, of course. Okay. Hello, are 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 had on file. Oh. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com. Okay? Okay. Awesome. Thank you so much for your help. You're welcome. Is there anything else I can help you out with today? No, that should be it. Awesome. Well, you have a wonderful day, okay? All right. Thank you. Bye. All right. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, Justin. My name is Tway. I'm just calling because I was trying to access my benefits online but it says that my card, or I guess my account has been, uh, disabled. So, I'm just trying to get that information.

Speaker speaker_0: Um, yeah, I could possibly email it to you. What's that staffing agency you work for?

Speaker speaker_1: Um, it's gonna be Global Empire GHG LLC.

Speaker speaker_0: Let's see here. You said Global Empire?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So, North Staffing, and the last four of your social?

Speaker speaker_1: That's gonna be 6499.

Speaker speaker_0: 6499. And what was your first and last name?

Speaker speaker_1: First name's gonna be Tway, T-H-U-A. And last name is Khau, K-H-A-U.

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

Speaker speaker_1: Sure. It's gonna be 1730 Fox Run Road, Reno, Nevada 89512. Or 89523, sorry.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: Uh, October 8th, 1996.

Speaker speaker_0: And a good telephone number has a 617-909-3177?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email address is your first and last name at yahoo.com?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. Um, well, here, do you mind if I place you on a brief hold for a second while I email you the information?

Speaker speaker_1: Y- yeah. Yeah, of course.

Speaker speaker_0: Okay. Hello, are you still there?

Speaker speaker_1: Yeah.

Speaker speaker_0: Awesome. Thank you so much for holding. So I went ahead and emailed you your ID card to the email we had on file.

Speaker speaker_1: Oh.

Speaker speaker_0: Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com. Okay?

Speaker speaker_1: Okay. Awesome. Thank you so much for your help.

Speaker speaker_0: You're welcome. Is there anything else I can help you out with today?

Speaker speaker_1: No, that should be it.

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

Speaker speaker_1: All right. Thank you. Bye.

Speaker speaker_0: All right. Bye-bye.