

Transcript: Justin

Mills-6523749414912000-4955909553569792

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hey, how you doing? Uh, my name is- Pretty good, how about yourself? ... Victor Mack. Right. I work, uh, I work for Skilled Trades. Right. And, um, they have open enrollment for the benefits, right? Correct. But see, I be at work... I be at work all day. Right. So, my wife called this morning to find out about the benefits package that we wanted to apply for, and I was wondering if I could give her authorization to talk to y'all on my behalf? Because I be working and I drive these big haul trucks and I don't really be having time to talk. Totally understand. Um, yeah, let me try pulling your file and notate that for you. Uh, so Superior Skilled Trades. What's the last four of your Social? Uh, 25-37. And you said Victor Mack? Yes. Okay. And for security purposes, could you verify your home address, including city, state and zip code? 2546 Plantation Road, uh, Apartment 8, North Charleston, South Carolina. Um, 29420. And confirm your date of birth. 5/29/61. And a good telephone number has 843-343-0227. Yep. And the email address is- That's it. ... narock44@yahoo.com. That's it. Okay. Um, so I'll go ahead and notate your file, letting the next representative know to, to let... to give your spouse authorization to speak on your behalf. Right. Um, however, what's your spouse's first name? My first, surname is Sakenah Williams. Will you spell the first name for me? S-A-K-E-N-A-H. Okay. Sakenah Williams. Okay. Right. Okay. So I'll go ahead and notate your file and let the next representative know that Sake- Sakenah Williams, uh- Right. ... has authorization to speak on your behalf. Okay? Correct. Yes. Okay? Yes, sir. Is there anything else I could assist you with today? No, that was it. Yeah, because we be busy out here where we doing that breach inlet. You know, with the pipes and these dredging and all that. So- Totally understand. ... I can't... Yeah, I can't... I be out here 12, 13 hours a day and I can't talk like that. You know? I totally understand. So I'm gonna let her take care of it. All right? Yes, sir. I'm gonna call her now and let her know she can speak on my behalf. Okay? Awesome. Well, you have a great day, okay, Victor? All right. You too. Thank you. You're welcome. Bye-bye. All right.

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: Hey, how you doing? Uh, my name is-

Speaker speaker_0: Pretty good, how about yourself?

Speaker speaker_1: ... Victor Mack. Right. I work, uh, I work for Skilled Trades. Right. And, um, they have open enrollment for the benefits, right?

Speaker speaker_0: Correct.

Speaker speaker_1: But see, I be at work... I be at work all day. Right. So, my wife called this morning to find out about the benefits package that we wanted to apply for, and I was wondering if I could give her authorization to talk to y'all on my behalf? Because I be working and I drive these big haul trucks and I don't really be having time to talk.

Speaker speaker_0: Totally understand. Um, yeah, let me try pulling your file and notate that for you. Uh, so Superior Skilled Trades. What's the last four of your Social?

Speaker speaker_1: Uh, 25-37.

Speaker speaker_0: And you said Victor Mack?

Speaker speaker_1: Yes.

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

Speaker speaker_1: 2546 Plantation Road, uh, Apartment 8, North Charleston, South Carolina. Um, 29420.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: 5/29/61.

Speaker speaker_0: And a good telephone number has 843-343-0227.

Speaker speaker_1: Yep.

Speaker speaker_0: And the email address is-

Speaker speaker_1: That's it.

Speaker speaker_0: ... narock44@yahoo.com.

Speaker speaker_1: That's it.

Speaker speaker_0: Okay. Um, so I'll go ahead and notate your file, letting the next representative know to, to let... to give your spouse authorization to speak on your behalf.

Speaker speaker_1: Right.

Speaker speaker_0: Um, however, what's your spouse's first name?

Speaker speaker_1: My first, surname is Sakenah Williams.

Speaker speaker_0: Will you spell the first name for me?

Speaker speaker_1: S-A-K-E-N-A-H.

Speaker speaker_0: Okay. Sakenah Williams. Okay.

Speaker speaker_1: Right.

Speaker speaker_0: Okay. So I'll go ahead and notate your file and let the next representative know that Sake- Sakenah Williams, uh-

Speaker speaker_1: Right.

Speaker speaker_0: ... has authorization to speak on your behalf. Okay?

Speaker speaker_1: Correct. Yes. Okay?

Speaker speaker_0: Yes, sir. Is there anything else I could assist you with today?

Speaker speaker_1: No, that was it. Yeah, because we be busy out here where we doing that breach inlet. You know, with the pipes and these dredging and all that. So-

Speaker speaker_0: Totally understand.

Speaker speaker_1: ... I can't... Yeah, I can't... I be out here 12, 13 hours a day and I can't talk like that. You know?

Speaker speaker_0: I totally understand.

Speaker speaker_1: So I'm gonna let her take care of it. All right?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: I'm gonna call her now and let her know she can speak on my behalf. Okay?

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

Speaker speaker_1: All right. You too. Thank you.

Speaker speaker_0: You're welcome. Bye-bye.

Speaker speaker_1: All right.