

## **Transcript: Justin**

**Mills-6531710869749760-4961592427593728**

### **Full Transcript**

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, Justin. Um, I'm calling because, um, my... I, I believe my work, uh, granted an exception for me to enroll in benefits. Um, I, I think I'm... I'm supposed to be expecting a call from, um, someone from Benefits and a Card. But I'm just calling, you know, just to make sure. I know the time window is finite and, yeah, I'm not sure what time zone you are at, so I just wanted to call to... Yeah. Okay. Um, well, we are on the East Coast, so we're in, uh, es- uh, Eastern Standard Time. Um, let me try pulling your file and see what's going on. What's that staffing agency you work for? Creative Circle. And the last four of your social? 7286. And what was your first and last name? Faithie Leong. And for security purposes, could you verify your home address, including city, state, and ZIP code? Yeah. It's 1320 Scott Street, Apartment A, um, San Francisco, California 94115. And confirm your date of birth. March 27th, 1980. And a good telephone number have is 415-568-7525. Yes. That's the number I'm calling from, too. And the email I have is faithie.leong@Gmail.com? Yes. You got it. Okay. Um, quick question. Um, do you remember who you spoke with with the Benefits and a Card? Oh, no. I mean, I haven't, I haven't spoken with anyone. I'm expecting a call from someone. Um, but yeah, so I'm... But I haven't heard anyone yet, so I... Yeah, I'm just checking in, you know, because it could be late in the day, which is... It's not late in the day East Coast, but it's, you know, it's PM already. Yeah. I totally understand. Um, so let's see. So I do know that we do close... or we're open Monday through Friday, 8:00 AM to 8:00 PM Eastern Standard Time, um, so there is that. Oh, okay. Um, let me reach out to my back office to see what is going on 'cause I do see that one of the account managers looked at your file but didn't make a note of it. So let me reach out- Okay. ... to that account manager and see what is going on. And then I can give you a call back. Okay, great. And you're Justin you said, right? Correct. Yes, ma'am. Okay, cool. Cool. Thanks, Justin. You're welcome. But other than that, is there anything else I can assist you with today until I receive word back? Um, let's see. No, not at... The... I think, I think I'm okay. Yeah. I have the list of options. Um, yeah. Okay. So let me reach out to my back office, see what's going on, and then I'll reach back out to you. Okay, Faithie? Okay. Great. Awesome. You have a wonderful day, okay? Okay. You too. Thank you. 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. Um, I'm calling because, um, my... I, I believe my work, uh, granted an exception for me to enroll in benefits. Um, I, I think I'm... I'm supposed to be expecting a call from, um, someone from Benefits and a Card. But I'm just calling, you know, just to make sure. I know the time window is finite and, yeah, I'm not sure what time zone you are at, so I just wanted to call to... Yeah.

Speaker speaker\_0: Okay. Um, well, we are on the East Coast, so we're in, uh, es- uh, Eastern Standard Time. Um, let me try pulling your file and see what's going on. What's that staffing agency you work for?

Speaker speaker\_1: Creative Circle.

Speaker speaker\_0: And the last four of your social?

Speaker speaker\_1: 7286.

Speaker speaker\_0: And what was your first and last name?

Speaker speaker\_1: Faithie Leong.

Speaker speaker\_0: And for security purposes, could you verify your home address, including city, state, and ZIP code?

Speaker speaker\_1: Yeah. It's 1320 Scott Street, Apartment A, um, San Francisco, California 94115.

Speaker speaker\_0: And confirm your date of birth.

Speaker speaker\_1: March 27th, 1980.

Speaker speaker\_0: And a good telephone number have is 415-568-7525.

Speaker speaker\_1: Yes. That's the number I'm calling from, too.

Speaker speaker\_0: And the email I have is faithie.leong@Gmail.com?

Speaker speaker\_1: Yes. You got it.

Speaker speaker\_0: Okay. Um, quick question. Um, do you remember who you spoke with with the Benefits and a Card?

Speaker speaker\_1: Oh, no. I mean, I haven't, I haven't spoken with anyone. I'm expecting a call from someone. Um, but yeah, so I'm... But I haven't heard anyone yet, so I... Yeah, I'm just checking in, you know, because it could be late in the day, which is... It's not late in the day East Coast, but it's, you know, it's PM already. Yeah.

Speaker speaker\_0: I totally understand. Um, so let's see. So I do know that we do close... or we're open Monday through Friday, 8:00 AM to 8:00 PM Eastern Standard Time, um, so there is that.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: Um, let me reach out to my back office to see what is going on 'cause I do see that one of the account managers looked at your file but didn't make a note of it. So let me reach out-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... to that account manager and see what is going on. And then I can give you a call back.

Speaker speaker\_1: Okay, great. And you're Justin you said, right?

Speaker speaker\_0: Correct. Yes, ma'am.

Speaker speaker\_1: Okay, cool. Cool. Thanks, Justin.

Speaker speaker\_0: You're welcome. But other than that, is there anything else I can assist you with today until I receive word back?

Speaker speaker\_1: Um, let's see. No, not at... The... I think, I think I'm okay. Yeah. I have the list of options. Um, yeah.

Speaker speaker\_0: Okay. So let me reach out to my back office, see what's going on, and then I'll reach back out to you. Okay, Faithie?

Speaker speaker\_1: Okay. Great.

Speaker speaker\_0: Awesome. You have a wonderful day, okay?

Speaker speaker\_1: Okay. You too. Thank you.

Speaker speaker\_0: All right. Bye-bye.