

## **Transcript: Justin**

**Mills-6552320189186048-5689816332419072**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Yes, um, I was calling because I got a, uh, t-text from you guys saying that I might qualify for some insurance. Yeah. The text message you received was just congratulating you on the job with your employer and letting you know you were eligible to be enrolled into their health benefits. Um, I could email you- Okay. ... a copy of the benefit guide if you wanted something to look over. Yeah, I could do that. Um, it's red, R-E-D, rash, R-A-S-H, wo- at gmail.com. Okay. What was after rash? I'm sorry. You kind of broke up there. Oh, one zero. One zero. Okay. Gmail. Yes. So, so just to confirm, redrash10 at gmail.com? Yeah, @gmail.com. Okay. So the email that you should be looking out for for that benefit guide will be coming from info- Mm-hmm. ... that's I-N-F-O, @benefitsandacard.com, okay? Okay. And, um, how many hours? Does it tell you all the information on that? Uh, yes, ma'am. Like how many hours you need? Oh, okay. Thank you so much. You're welcome. You have a great day, okay? You too. Bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Yes, um, I was calling because I got a, uh, t-text from you guys saying that I might qualify for some insurance.

Speaker speaker\_0: Yeah. The text message you received was just congratulating you on the job with your employer and letting you know you were eligible to be enrolled into their health benefits. Um, I could email you-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... a copy of the benefit guide if you wanted something to look over.

Speaker speaker\_1: Yeah, I could do that. Um, it's red, R-E-D, rash, R-A-S-H, wo- at gmail.com.

Speaker speaker\_0: Okay. What was after rash? I'm sorry. You kind of broke up there.

Speaker speaker\_1: Oh, one zero.

Speaker speaker\_0: One zero. Okay. Gmail.

Speaker speaker\_1: Yes.

Speaker speaker\_0: So, so just to confirm, redrash10 at gmail.com?

Speaker speaker\_1: Yeah, @gmail.com.

Speaker speaker\_0: Okay. So the email that you should be looking out for for that benefit guide will be coming from info-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... that's I-N-F-O, @benefitsandacard.com, okay?

Speaker speaker\_1: Okay. And, um, how many hours? Does it tells you all the information on that?

Speaker speaker\_0: Uh, yes, ma'am.

Speaker speaker\_1: Like how many hours you need? Oh, okay. Thank you so much.

Speaker speaker\_0: You're welcome. You have a great day, okay?

Speaker speaker\_1: You too. Bye.

Speaker speaker\_0: Bye-bye.