

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, my name is Elba Lima and they gave me this number, um, to call. I don't know, I have been, um, working, traveling and, um, they gave me this number. I don't know if they have to activate something or get some information for myself. Um, were you wanting benefits like medical, dental, vision insurance through your employer? Yes. Yes. I am paying for that already. Yeah. Okay. What's the name of that staffing agency you work for? ISS. And the last four of your social? The last four? Correct. 9858. And what was your first and last name? Elba Lima. And for security purposes, can you verify your home address, including city, state and zip code, Elba? Yes. It's, uh, 412, um, West Haverson in Kirksville, Missouri and the zip code is 63501. And your date of birth? October 18 of 1979. And a good telephone number have a 660-342-2186? Yes. And do you have a good email? Um, elba.lima218@gmail.com. Gmail. Okay. So let's see here. Okay. Um, so looking at the file, it looks like you are enrolled in for dental, vision and group accident. Um, I can email you your ID cards if you don't have them. Okay. Yeah. Okay. Do you mind if I place you on a brief hold while I do that? No. Okay. Elba, are you still there? Yes, I'm here. Awesome. Thank you so much for holding. So I went ahead and emailed you your ID card so that you can at least ... or the email you provided me with. Mm-hmm. Um, you know, that e-mail is coming from info, that's I-N-F-O, @benefitsandacards.com. Mm-hmm. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder. Okay? Okay. I will. Thank you so much. You're welcome. You have a great day, okay? You too. You too. Thank you.

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, my name is Elba Lima and they gave me this number, um, to call. I don't know, I have been, um, working, traveling and, um, they gave me this number. I don't know if they have to activate something or get some information for myself.

Speaker speaker_0: Um, were you wanting benefits like medical, dental, vision insurance through your employer?

Speaker speaker_1: Yes. Yes. I am paying for that already. Yeah.

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

Speaker speaker_1: ISS.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: The last four?

Speaker speaker_0: Correct.

Speaker speaker_1: 9858.

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

Speaker speaker_1: Elba Lima.

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

Speaker speaker_1: Yes. It's, uh, 412, um, West Haverson in Kirksville, Missouri and the zip code is 63501.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: October 18 of 1979.

Speaker speaker_0: And a good telephone number have a 660-342-2186?

Speaker speaker_1: Yes.

Speaker speaker_0: And do you have a good email?

Speaker speaker_1: Um, elba.lima218@gmail.com.

Speaker speaker_0: Gmail. Okay. So let's see here. Okay. Um, so looking at the file, it looks like you are enrolled in for dental, vision and group accident. Um, I can email you your ID cards if you don't have them.

Speaker speaker_1: Okay. Yeah.

Speaker speaker_0: Okay. Do you mind if I place you on a brief hold while I do that?

Speaker speaker_1: No.

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

Speaker speaker_1: Yes, I'm here.

Speaker speaker_0: Awesome. Thank you so much for holding. So I went ahead and emailed you your ID card so that you can at least ... or the email you provided me with.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, you know, that e-mail is coming from info, that's I-N-F-O, @benefitsandacards.com.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: However, if you don't see it in your inbox, be sure to check your spam or check your junk folder. Okay?

Speaker speaker_1: Okay. I will. Thank you so much.

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

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