

Transcript: Justin

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Full Transcript

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hi, Justin. I'm just calling to, um... I haven't received my card yet. I'm just calling to get my, uh, policy number. Yeah. Let me check on that for you. What's that staffing agency you work for? Integrity Services. And the last four of your Social? 7880. And what was your first and last name? Quentin Carey. For security purposes, could you verify your home address, including city, state and zip code, Quentin? Hmm, I think that's at... I, I think I just moved. I forget which one I put. Uh, it's either 2533 Losannaville Avenue, Cincinnati, Ohio. Do you have an address in Dayton? Okay. 809 Burwood Avenue, Dayton, Ohio 45417. Can I confirm your date of birth? May 11th, 1994. And a good telephone number has 513-667-3034? Correct. And the email has qcarey07 at gmail? Correct. Okay. Well, here, do you mind if I place you on a brief hold while I email that information to you? Oh, that's fine. Okay. Hello, Quentin, you still there? Mm-hmm. Awesome. Thank you so much for holding. So I went ahead and emailed you your ID card, email we have to file. Email that you should be looking out for will be coming from info, it's I-N-F-O, @benefitscard.com. However, if you don't see it in your inbox, be sure to check your spam or check your folder, okay? Okay. I actually just received it. Awesome. Well, is there anything else I can assist you with today? No, there isn't. Thank you. You're welcome. You have a great day, okay? Y- you too. Bye. All right. 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: Hi, Justin. I'm just calling to, um... I haven't received my card yet. I'm just calling to get my, uh, policy number.

Speaker speaker_0: Yeah. Let me check on that for you. What's that staffing agency you work for?

Speaker speaker_1: Integrity Services.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 7880.

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

Speaker speaker_1: Quentin Carey.

Speaker speaker_0: For security purposes, could you verify your home address, including city, state and zip code, Quentin?

Speaker speaker_1: Hmm, I think that's at... I, I think I just moved. I forget which one I put. Uh, it's either 2533 Losannaville Avenue, Cincinnati, Ohio.

Speaker speaker_0: Do you have an address in Dayton?

Speaker speaker_1: Okay. 809 Burwood Avenue, Dayton, Ohio 45417.

Speaker speaker_0: Can I confirm your date of birth?

Speaker speaker_1: May 11th, 1994.

Speaker speaker_0: And a good telephone number has 513-667-3034?

Speaker speaker_1: Correct.

Speaker speaker_0: And the email has qcarey07 at gmail?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. Well, here, do you mind if I place you on a brief hold while I email that information to you?

Speaker speaker_1: Oh, that's fine.

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

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Awesome. Thank you so much for holding. So I went ahead and emailed you your ID card, email we have to file. Email that you should be looking out for will be coming from info, it's I-N-F-O, @benefitscard.com. However, if you don't see it in your inbox, be sure to check your spam or check your folder, okay?

Speaker speaker_1: Okay. I actually just received it.

Speaker speaker_0: Awesome. Well, is there anything else I can assist you with today?

Speaker speaker_1: No, there isn't. Thank you.

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

Speaker speaker_1: Y- you too. Bye.

Speaker speaker_0: All right. Bye-bye.