

Transcript: Justin

Mills-6703750392528896-6687803950710784

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Encourages. This is Justin Huck. How can I help you today? Hi, um, I am a temp through, uh, Terra Staffing group. Mm-hmm. Uh, I was trying to add a spouse of mine onto my... uh, for the benefits. Okay. Um, so Terra Staffing, what's the last four of your social? Uh, 8772. And what was your first and last name? Timothy Saley. Okay. And for security purposes, can you verify the home address, including city, state and zip code, Timothy? Uh, 1211 Southeast 175th Place, Portland, Oregon 97233. And your date of birth? 01/18/1998. And a good telephone number, have his 971-378-5387? Yes. And the email has his timothysaley45 at gmail? Yes. Okay, so let's see here. And what's your spouse's first and last name? Elizabeth Xiong, last name spelled X-ray, India, Oscar, November, Golf. Oh, it's X-X-ray, India... Hold on. Let me, let me double check before... Okay. Before I accidentally mess her... her last name. Yeah, X-ray, India, Oscar, November, Golf. Okay. And what was the middle name? I'm sorry. She, she doesn't have a middle name, no middle name. So Elizabeth... and last name X-I-O-N-G? Hello, are you still there? Hello, are you still there? Hello, are you still there? Hello, Timothy, are you still there? Hello, Timothy, are you still there? Hello, Timothy, are you still there? All right. Agent disconnecting call due to no response. I will call you back, okay? If you can hear me, I will try and call you back.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits and Encourages. This is Justin Huck. How can I help you today?

Speaker speaker_2: Hi, um, I am a temp through, uh, Terra Staffing group.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Uh, I was trying to add a spouse of mine onto my... uh, for the benefits.

Speaker speaker_1: Okay. Um, so Terra Staffing, what's the last four of your social?

Speaker speaker_2: Uh, 8772.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Timothy Saley.

Speaker speaker_1: Okay. And for security purposes, can you verify the home address, including city, state and zip code, Timothy?

Speaker speaker_2: Uh, 1211 Southeast 175th Place, Portland, Oregon 97233.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 01/18/1998.

Speaker speaker_1: And a good telephone number, have his 971-378-5387?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email has his timothysaley45 at gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so let's see here. And what's your spouse's first and last name?

Speaker speaker_2: Elizabeth Xiong, last name spelled X-ray, India, Oscar, November, Golf. Oh, it's X-

Speaker speaker_1: X-ray, India...

Speaker speaker_2: Hold on. Let me, let me double check before...

Speaker speaker_1: Okay.

Speaker speaker_2: Before I accidentally mess her... her last name. Yeah, X-ray, India, Oscar, November, Golf.

Speaker speaker_1: Okay. And what was the middle name? I'm sorry.

Speaker speaker_2: She, she doesn't have a middle name, no middle name.

Speaker speaker_1: So Elizabeth... and last name X-I-O-N-G? Hello, are you still there? Hello, are you still there? Hello, are you still there? Hello, Timothy, are you still there? Hello, Timothy, are you still there? Hello, Timothy, are you still there? All right. Agent disconnecting call due to no response. I will call you back, okay? If you can hear me, I will try and call you back.