

Transcript: Justin

Mills-6726306997157888-6052698117324800

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yes, how you doing, sir? Uh, my name's Craig Galleon. Uh, I had called, I want to say probably like last week, uh, about, um, benefits. Uh, I just, um, opted in for some benefits for me and, uh, my fiance and I was just trying to see that, uh, where those cards were, were at. I know the guard that I was talking to last week, he had said something about, uh, the, um, it's going to take like a week or two weeks, a week to two weeks after his first deduction... after the first deduction. Uh, I noticed like right now, it's on its second week. I was just trying to figure out, uh, are they on the way or- Yeah, let me check on that. What's the staffing agency you work for? Uh, I work for Carlton Staffing. And the last four of your social? 1990. And what was your first and last name again? I'm sorry. Uh, my first name is Craig and my last name is Galleon. And for security purposes, can you verify the home address, including city, state and zip code, Craig? Yes. Uh, 4806 Maggie Street, Houston, Texas. Zip code, 77033. And your date of birth? November 3rd, 1998. And a good telephone number have a 713-445-6214. Yes, sir. And the email I have is galleoncraig1998@gmail. Yes, sir. Okay, so let's see here. So looking at the calendar, it looks like you became active in the coverage as of last Monday, the 11th. So you should be receiving the physical ID card within the next few days. However, do you mind if I place you in a brief hold while I email you that information just so you have it? Yes. Yes, that'd be great. Yes, sir. Okay. Hello, Craig, you still there? Yes, sir. Awesome. Thank you so much for holding. So I went ahead and emailed you that ID card to the email that was on file. Email that you should be looking out for is coming from info, that's I-N-F-O, @benefitsandcard.com. However, if you don't see it in your inbox, be sure to check the spam or check the junk folder, okay? Okay. Yeah. Yes, sir. I got it right now. Okay. Well, is there anything else I could help you out with today? Oh, no, sir. That's it, man. Thank you, man. You're welcome. You have a great day, okay? Yes, sir. You too. All right. Bye-bye. All right.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Yes, how you doing, sir? Uh, my name's Craig Galleon. Uh, I had called, I want to say probably like last week, uh, about, um, benefits. Uh, I just, um, opted in for some benefits for me and, uh, my fiance and I was just trying to see that, uh, where those cards

were, were at. I know the guard that I was talking to last week, he had said something about, uh, the, um, it's going to take like a week or two weeks, a week to two weeks after his first deduction... after the first deduction. Uh, I noticed like right now, it's on its second week. I was just trying to figure out, uh, are they on the way or-

Speaker speaker_1: Yeah, let me check on that. What's the staffing agency you work for?

Speaker speaker_2: Uh, I work for Carlton Staffing.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 1990.

Speaker speaker_1: And what was your first and last name again? I'm sorry.

Speaker speaker_2: Uh, my first name is Craig and my last name is Galleon.

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

Speaker speaker_2: Yes. Uh, 4806 Maggie Street, Houston, Texas. Zip code, 77033.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: November 3rd, 1998.

Speaker speaker_1: And a good telephone number have a 713-445-6214.

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And the email I have is galleoncraig1998@gmail.

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay, so let's see here. So looking at the calendar, it looks like you became active in the coverage as of last Monday, the 11th. So you should be receiving the physical ID card within the next few days. However, do you mind if I place you in a brief hold while I email you that information just so you have it?

Speaker speaker_2: Yes. Yes, that'd be great. Yes, sir.

Speaker speaker_1: Okay. Hello, Craig, you still there?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Awesome. Thank you so much for holding. So I went ahead and emailed you that ID card to the email that was on file. Email that you should be looking out for is coming from info, that's I-N-F-O, @benefitsandcard.com. However, if you don't see it in your inbox, be sure to check the spam or check the junk folder, okay?

Speaker speaker_2: Okay. Yeah. Yes, sir. I got it right now.

Speaker speaker_1: Okay. Well, is there anything else I could help you out with today?

Speaker speaker_2: Oh, no, sir. That's it, man. Thank you, man.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: Yes, sir. You too.

Speaker speaker_1: All right. Bye-bye.

Speaker speaker_2: All right.