

## **Transcript: Justin**

**Mills-6727635326418944-5496478387617792**

### **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? Hello? Hello. How can I help you today? I received a new card. I don't know why. Would you read out the text message for me please? Yeah. Congrats new account with Crown. You may be eligible enter benefits or anything um, 30, 30 days. Um, yeah. So that text message you received was just welcoming you to Crown services and letting you know that you have 30 days, um, to enroll in the benefits or you'll be automatically enrolled into benefits offered through them. Oh, okay. Thank you. Is there anything else I can help you out with today? No. Thank you. You're welcome. You have a great day, okay? Yeah, okay. Bye-bye.

### **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: Hello?

Speaker speaker\_1: Hello. How can I help you today?

Speaker speaker\_2: I received a new card. I don't know why.

Speaker speaker\_1: Would you read out the text message for me please?

Speaker speaker\_2: Yeah. Congrats new account with Crown. You may be eligible enter benefits or anything um, 30, 30 days.

Speaker speaker\_1: Um, yeah. So that text message you received was just welcoming you to Crown services and letting you know that you have 30 days, um, to enroll in the benefits or you'll be automatically enrolled into benefits offered through them.

Speaker speaker\_2: Oh, okay. Thank you.

Speaker speaker\_1: Is there anything else I can help you out with today?

Speaker speaker\_2: No. Thank you.

Speaker speaker\_1: You're welcome. You have a great day, okay?

Speaker speaker\_2: Yeah, okay.

Speaker speaker\_1: Bye-bye.