

## **Transcript: Sara**

**Marulanda-5956919278092288-6481209761120256**

### **Full Transcript**

Good luck. Thank you for calling Benefits Union. My name is Sarah. May I have your name, please? Hi, my name is Daniel. Hello, Mr. Daniel. How may I help you? Just wanted to see what my benefit, like policy number, group number is, because I'm trying to access it on the website but I can't seem to find it. Okay, let me check that for you. May I have the name of the agency that you are working with and the last four of your Social? Yes, it is Noor Staffing Agency, and the last four digits of my Social are 6915. Thank you, Mr. Daniel Huang. And just- That was me. Just for security purposes, can you please verify your address and date of birth? Yeah, 111 Madison Avenue, Cresskill, New Jersey and then bir- date of birth is 7/2/1998. I need your email, danny729@gmail.com. Correct. I need your phone number to 19532392393. Correct. Okay, sir, thank you very much. Let me check your ID cards. Hold on, please... I'm sorry. It's taking forever to download. Okay. It's not showing in the system. May I put you on hold just for a minute? Okay. Okay, I'll be right back with you, sir. Thank you... Hello? Hello, Mr. Huang? Hello. Hi. Thank you for waiting, sir. Okay. I can't see them here on the system. Um, I'm going to send a request for, to the main office for them, to send it to me. Uh, that way I can send it to you. Um, once I get them back, uh, we'll be giving you a call and letting you know then I already send them. Okay? Uh, okay. I'm just wondering why you can't see it on your end. That's very weird, because- I don't know. I don't know. I mean, uh, I was just here asking if there is something wrong with the, with the page. I mean, with the system. Uh, there has been a few- Okay, all righty. ... accounts and are not downloading the cards. So, um, I need to communicate with them, to the main office because- Okay. ... I don't know. All righty. Please, please let me know, uh, as soon as possible. Yes, sir. Yeah. As soon as they get that information, I will be giving you a call back. Okay? Okay. Thank you. Bye. You're more than welcome. Bye-bye.

### **Conversation Format**

Speaker None: Good luck. Thank you for calling Benefits Union. My name is Sarah. May I have your name, please? Hi, my name is Daniel. Hello, Mr. Daniel. How may I help you? Just wanted to see what my benefit, like policy number, group number is, because I'm trying to access it on the website but I can't seem to find it. Okay, let me check that for you. May I have the name of the agency that you are working with and the last four of your Social? Yes, it is Noor Staffing Agency, and the last four digits of my Social are 6915. Thank you, Mr. Daniel Huang. And just- That was me. Just for security purposes, can you please verify your address and date of birth? Yeah, 111 Madison Avenue, Cresskill, New Jersey and then bir- date of birth is 7/2/1998. I need your email, danny729@gmail.com. Correct. I need your phone

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