

Transcript: Justin

Mills-4588510488510464-6333341975920640

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey. This is Donna Nixon. I called up to y'all a few minutes ago, having trouble getting in touch with the pharmacy, and y'all sent me to the wrong pharmacy. Um- I was sent to a compound pharmacy. I'm looking for America's Pharmacy Source. Okay. Um, what's the staffing ID for- It's- ITS. And the last four of your Social? My husband's Social? It would be, um... Let's see, 41... 5712. And his first and last name? John Nixon. And I'm speaking with Donna? Yes. Okay. And for security purposes, can you verify the home address, including city, state and zip code? Uh, 161 Bill Road, Sardis, Georgia 30456. And confirm his date of birth? 01/20/59. And a good telephone number I have for him is 706-554-1064. Okay. That number is no longer in service. And then there's another at 706-495-3389. Yeah, that's his cell. Okay. So I'll go ahead and use that. And the email I have for him is jtn0159@Yahoo! Right. Okay. So let's see here. Here, do you mind if I place you on a brief hold for a second? Sure. Okay.

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 a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hey. This is Donna Nixon. I called up to y'all a few minutes ago, having trouble getting in touch with the pharmacy, and y'all sent me to the wrong pharmacy.

Speaker speaker_1: Um-

Speaker speaker_2: I was sent to a compound pharmacy. I'm looking for America's Pharmacy Source.

Speaker speaker_1: Okay. Um, what's the staffing ID for-

Speaker speaker_2: It's-

Speaker speaker_1: ITS. And the last four of your Social?

Speaker speaker_2: My husband's Social? It would be, um... Let's see, 41... 5712.

Speaker speaker_1: And his first and last name?

Speaker speaker_2: John Nixon.

Speaker speaker_1: And I'm speaking with Donna?

Speaker speaker_2: Yes.

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

Speaker speaker_2: Uh, 161 Bill Road, Sardis, Georgia 30456.

Speaker speaker_1: And confirm his date of birth?

Speaker speaker_2: 01/20/59.

Speaker speaker_1: And a good telephone number I have for him is 706-554-1064.

Speaker speaker_2: Okay. That number is no longer in service.

Speaker speaker_1: And then there's another at 706-495-3389.

Speaker speaker_2: Yeah, that's his cell.

Speaker speaker_1: Okay. So I'll go ahead and use that. And the email I have for him is jtn0159@Yahoo!

Speaker speaker_2: Right.

Speaker speaker_1: Okay. So let's see here. Here, do you mind if I place you on a brief hold for a second?

Speaker speaker_2: Sure.

Speaker speaker_1: Okay.