

Transcript: Justin

Mills-4617793249656832-6066902967959552

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi. The, uh, staffing agency that I work for recently changed over to you guys, and we were told to expect a phone call for the transition, and, and that hasn't happened, but I did receive an email, uh, allowing me to activate my account. The reason I'm calling though is because the name on the email is not my name, and I wanted to make sure that by activating, I, I wouldn't be activating it under the incorrect, uh, name or, or information, because the email is addressed to somebody different entirely. Yeah. Let me, um, check on that for you. What's that staffing agency you work for? Lingo. And the last four of your Social? 7826. And what was your first and last name? Daniel Burris. And for security purposes, could you verify your home address, including city, state and zip code, Daniel? 595 Creekyde Drive, Akron, Ohio 44313. And confirm your date of birth? 01/07/85. And a good telephone number have as 234-788-5921? Correct. And the email I have on file is businessburrus@gmail.com? Correct. Okay, so let's see. What was the name that was put in that email, if you don't mind me asking? Uh, let me pull that up. Matthew Budde. Matthew Budde? Okay. B-U-D-D? No, B-U-D-D-E. B-U-D-D-E, okay. Sorry, I'm just notating this information down, so I can reach out to my, uh, IT department. Daniel Burris. Okay. But that email that we have on file is the correct one, correct? Yes. Okay, um, so what I'll go ahead and do, let me reach out to my IT department and have them resend that email to you and have it addressed as Daniel Burris instead of Matthew Budde. And then once I do receive word back letting me know that the email was sent, I'll give you a call back. All right. Okay. Um, but is that 234-788-5921 a good telephone number for you? Correct. Okay, um, so like I said, once I do receive word back from my IT department, I will give you that call back. Okay, Daniel? All right. Thank you. You're welcome. You have a great day, okay? Bye-bye. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hi. The, uh, staffing agency that I work for recently changed over to you guys, and we were told to expect a phone call for the transition, and, and that hasn't happened, but I did receive an email, uh, allowing me to activate my account. The reason I'm calling though is because the name on the email is not my name, and I wanted to make sure that by activating, I, I wouldn't be activating it under the incorrect, uh, name or, or information, because the email is addressed to somebody different entirely.

Speaker speaker_0: Yeah. Let me, um, check on that for you. What's that staffing agency you work for?

Speaker speaker_1: Lingo.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 7826.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Daniel Burris.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code, Daniel?

Speaker speaker_1: 595 Creekyde Drive, Akron, Ohio 44313.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: 01/07/85.

Speaker speaker_0: And a good telephone number have as 234-788-5921?

Speaker speaker_1: Correct.

Speaker speaker_0: And the email I have on file is businessburrus@gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay, so let's see. What was the name that was put in that email, if you don't mind me asking?

Speaker speaker_1: Uh, let me pull that up. Matthew Budde.

Speaker speaker_0: Matthew Budde? Okay. B-U-D-D?

Speaker speaker_1: No, B-U-D-D-E.

Speaker speaker_0: B-U-D-D-E, okay. Sorry, I'm just notating this information down, so I can reach out to my, uh, IT department. Daniel Burris. Okay. But that email that we have on file is the correct one, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, um, so what I'll go ahead and do, let me reach out to my IT department and have them resend that email to you and have it addressed as Daniel Burris instead of Matthew Budde. And then once I do receive word back letting me know that the email was sent, I'll give you a call back.

Speaker speaker_1: All right.

Speaker speaker_0: Okay. Um, but is that 234-788-5921 a good telephone number for you?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay, um, so like I said, once I do receive word back from my IT department, I will give you that call back. Okay, Daniel?

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: Bye-bye.

Speaker speaker_0: All right. Bye-bye.