

Transcript: Justin

Mills-4694988971524096-6426923997544448

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, sir. Hey. Um, I, um, I've been working for this company for about almost two months now, and I was just trying to see how do I go about getting my insurance card? Yeah, let me check on that. What's the staffing agency you work for? Uh, Work Source. And the last four of your Social? That's 5653. And what was your first and last name? Frederick. F-R-E-D-E-R-I-C-K, and the last name is Wright, W-R-I-G-H-T. And for security purposes, could you verify the home address, including city, state and zip code? 614 South Wheeler Avenue, Sallisaw, Oklahoma 74955. You said today's date? Uh, your date of birth. Oh, date of birth. 3/3/1998. And a good telephone number has 918-571-2643? Yes, sir. And the email address is fredwright3398@gmail? That's it. Okay. Um, yeah, I can possibly email that information to you just so you have it. Um, do you mind if I take a few seconds to prepare to do that? Oh, yeah. Yes, sir, that'll be perfect. Okay. Hello, Frederick. You're still there? Yes, sir. Awesome. Thank you so much for holding. So, I went ahead and emailed you your ID card to the email we had on file. Um, the 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 your spam or check your junk folder, okay? Okay. Awesome. Well, is there anything else I can help you out with today? No, sir. That was it. Okay. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful weekend. All right? Yes, sir. Thank you. You're welcome. Bye-bye. 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: Yes, sir. Hey. Um, I, um, I've been working for this company for about almost two months now, and I was just trying to see how do I go about getting my insurance card?

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

Speaker speaker_2: Uh, Work Source.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: That's 5653.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Frederick. F-R-E-D-E-R-I-C-K, and the last name is Wright, W-R-I-G-H-T.

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

Speaker speaker_2: 614 South Wheeler Avenue, Sallisaw, Oklahoma 74955. You said today's date?

Speaker speaker_1: Uh, your date of birth.

Speaker speaker_2: Oh, date of birth. 3/3/1998.

Speaker speaker_1: And a good telephone number has 918-571-2643?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And the email address is fredwright3398@gmail?

Speaker speaker_2: That's it.

Speaker speaker_1: Okay. Um, yeah, I can possibly email that information to you just so you have it. Um, do you mind if I take a few seconds to prepare to do that?

Speaker speaker_2: Oh, yeah. Yes, sir, that'll be perfect.

Speaker speaker_1: Okay. Hello, Frederick. You're still there?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Awesome. Thank you so much for holding. So, I went ahead and emailed you your ID card to the email we had on file. Um, the 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 your spam or check your junk folder, okay?

Speaker speaker_2: Okay.

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

Speaker speaker_2: No, sir. That was it.

Speaker speaker_1: Okay. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful weekend. All right?

Speaker speaker_2: Yes, sir. Thank you.

Speaker speaker_1: You're welcome. Bye-bye.

Speaker speaker_2: Bye-bye.