

Transcript: Justin

Mills-4834860300550144-6185341329391616

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? Uh, good afternoon. My name's Brian Wisnowski. I was... Um, I can't find my card, and I was wondering if you can send me an image of it? Um, yeah. I could possibly email it to you. What's the staffing agency you work for? Oxford. And the last four of your Social? Uh, 7934. And what was your first and last name again? I'm sorry. Brian Wisnowski. Okay. And for security purposes, can you verify your home address, including city, state and zip code, Brian? Uh, 11732 Elizabeth Ridge, Conroe, Texas 77304. And confirm your date of birth? September 15, '66. And a good phone number have is 832-367-5915. Yes, sir. And the email I have is bwisnowski@consolidated.net? Yes, sir. Okay. Well, here do you mind if I place you in a brief hold while I email you that information? Uh, I don't mind at all. Thank you. Okay. I'll be right back for you, okay? Okay. Okay. Hello, Brian. You still there? I'm here. Awesome. Thank you so much for holding. So, I went ahead and emailed you that ID card, so the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder, okay? Okay. You have just a minute? Okay. How was your Christmas? Nice? It was pretty good. Can't complain. How was yours? Um, a lot of traveling. Went and visited my niece who has no family any longer, um, other than extended family, and came back and spent the evening with my daughter, who just moved locally. So... Nice. From one end of Southeast Texas to the other and back. Geez. A lot of traveling. Yeah, probably about five hours or better there and back in the car. And, um, and then it was a poor long day, considering I had to work today. Um, I did get the, uh, email and thank you very much. You're welcome. Is there anything else I could help you out with today, Brian? No, sir. You have a great New Year's Eve or New Year's. You do the same, okay? All right. Thanks. Bye-bye. Uh-huh. 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: Uh, good afternoon. My name's Brian Wisnowski. I was... Um, I can't find my card, and I was wondering if you can send me an image of it?

Speaker speaker_1: Um, yeah. I could possibly email it to you. What's the staffing agency you work for?

Speaker speaker_2: Oxford.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: Uh, 7934.

Speaker speaker_1: And what was your first and last name again? I'm sorry.

Speaker speaker_2: Brian Wisnowski.

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

Speaker speaker_2: Uh, 11732 Elizabeth Ridge, Conroe, Texas 77304.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: September 15, '66.

Speaker speaker_1: And a good phone number have is 832-367-5915.

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And the email I have is bwisnowski@consolidated.net?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. Well, here do you mind if I place you in a brief hold while I email you that information?

Speaker speaker_2: Uh, I don't mind at all. Thank you.

Speaker speaker_1: Okay. I'll be right back for you, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Hello, Brian. You still there?

Speaker speaker_2: I'm here.

Speaker speaker_1: Awesome. Thank you so much for holding. So, I went ahead and emailed you that ID card, so the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.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. You have just a minute?

Speaker speaker_1: Okay.

Speaker speaker_2: How was your Christmas? Nice?

Speaker speaker_1: It was pretty good. Can't complain. How was yours?

Speaker speaker_2: Um, a lot of traveling. Went and visited my niece who has no family any longer, um, other than extended family, and came back and spent the evening with my daughter, who just moved locally. So...

Speaker speaker_1: Nice.

Speaker speaker_2: From one end of Southeast Texas to the other and back.

Speaker speaker_1: Geez. A lot of traveling.

Speaker speaker_2: Yeah, probably about five hours or better there and back in the car. And, um, and then it was a poor long day, considering I had to work today. Um, I did get the, uh, email and thank you very much.

Speaker speaker_1: You're welcome. Is there anything else I could help you out with today, Brian?

Speaker speaker_2: No, sir. You have a great New Year's Eve or New Year's.

Speaker speaker_1: You do the same, okay?

Speaker speaker_2: All right. Thanks. Bye-bye.

Speaker speaker_1: Uh-huh. Bye-bye.