

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Um, I was calling back, 'cause I, I believe I lost... I got the cards in the mail, but I, I believe I lost them. I was just looking for them. Um- Yeah, let me check on that. What's the staffing agency you work for? Excuse me? What's the staffing agency you work for? Integrity. And the last four of your Social? Seven, five, eight, nine. And what was your first and last name? Jose Castillo. And for security purposes, could you verify your home address, including city, state and zip code, Jose? Uh, 411 B Street, uh, Laport, Indiana. Zip code? Uh, uh, oh, shit, no. Oh, 46350. And confirm your date of birth? 11/22/2000. And a good telephone number has 210-778-7257? Yeah. And the email it has joseecastillowork82 at gmail? Yeah. Okay. Well, here, do you mind if I place you on a brief hold while I email that information to you? All right, yeah. Go ahead. Hello, Jose. You still there? Yes, sir. Awesome. Thank you so much for holding. So I went ahead and emailed you all of your ID cards to 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 in your inbox, be sure to check your spam or check your junk folder. Okay? All right. And, um, is there any, uh, website or, like, an app you guys have that... Um, I don't know. Like, how can I see where to get that s- stuff that, uh... Something like... 'Cause I need eyeglasses, okay, but... 'cause I believe I got vision. Yeah, so the email I sent you has telephone numbers included in the email. Um, when you do call those providers, just provide them with your zip code and they can provide you with that list of who's in network. Okay. Sounds good. Okay. Is there anything else I can assist you with today? Uh, no. Thank you. Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day. Okay? Good. Thank you. You, too. All right. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Um, I was calling back, 'cause I, I believe I lost... I got the cards in the mail, but I, I believe I lost them. I was just looking for them. Um-

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

Speaker speaker_1: Excuse me?

Speaker speaker_0: What's the staffing agency you work for?

Speaker speaker_1: Integrity.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: Seven, five, eight, nine.

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

Speaker speaker_1: Jose Castillo.

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

Speaker speaker_1: Uh, 411 B Street, uh, Laport, Indiana.

Speaker speaker_0: Zip code?

Speaker speaker_1: Uh, uh, oh, shit, no. Oh, 46350.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: 11/22/2000.

Speaker speaker_0: And a good telephone number has 210-778-7257?

Speaker speaker_1: Yeah.

Speaker speaker_0: And the email it has joseecastillowork82 at gmail?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Well, here, do you mind if I place you on a brief hold while I email that information to you?

Speaker speaker_1: All right, yeah. Go ahead.

Speaker speaker_0: Hello, Jose. You still there?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Awesome. Thank you so much for holding. So I went ahead and emailed you all of your ID cards to 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 in your inbox, be sure to check your spam or check your junk folder. Okay?

Speaker speaker_1: All right. And, um, is there any, uh, website or, like, an app you guys have that... Um, I don't know. Like, how can I see where to get that s- stuff that, uh... Something like... 'Cause I need eyeglasses, okay, but... 'cause I believe I got vision.

Speaker speaker_0: Yeah, so the email I sent you has telephone numbers included in the email. Um, when you do call those providers, just provide them with your zip code and they can provide you with that list of who's in network.

Speaker speaker_1: Okay. Sounds good.

Speaker speaker_0: Okay. Is there anything else I can assist you with today?

Speaker speaker_1: Uh, no. Thank you.

Speaker speaker_0: Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day. Okay?

Speaker speaker_1: Good. Thank you. You, too.

Speaker speaker_0: All right. Bye-bye.

Speaker speaker_1: Bye.