

## **Transcript: Justin**

**Mills-5042606200274944-4730372949491712**

### **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? Um, yes, I was calling to see, uh, because I have, um, insurance through Hamilton Riker, and I was wanting to see if I can get my, um, the brand of my insurance and, like, my policy number and stuff. I called Monday and they said it wasn't, they couldn't get access to it yet, but to call back, um, for a Thursday or Friday, but I never got to it. Yeah, let me check on that. So Hamilton Riker, what's the last four of your social? Uh, 2597. And what was your first and last name? Um, Jacob Morton. And for security purposes, can you verify the home address, including city, state and zip code, Jacobs? Uh, 727 Rochester Road, uh, Davidame, Kentucky 42320. And confirm your date of birth. 05-22-2002. And a good telephone number have as 270-775-2193. Yes. And the email I have as Jacob Morton25@icloud. Yes. Okay. Well here, do you mind if I place you on a brief hold while I email you that information? Yeah, I don't care. Okay. Is it loud? Hello, Jacob, you still there? Yes. Awesome. Thank you so much for holding. So I went ahead and emailed you all of your ID cards to the email that was 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 the spam or check the junk folder. Okay? Um, uh, I'm looking at it right now. Give me one sec. Okay. Yeah, I got it. Awesome. Well, is there anything else I could help you out with today? No, thank you. You're welcome. You have a great day, okay? Mm-hmm.

### **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: Um, yes, I was calling to see, uh, because I have, um, insurance through Hamilton Riker, and I was wanting to see if I can get my, um, the brand of my insurance and, like, my policy number and stuff. I called Monday and they said it wasn't, they couldn't get access to it yet, but to call back, um, for a Thursday or Friday, but I never got to it.

Speaker speaker\_1: Yeah, let me check on that. So Hamilton Riker, what's the last four of your social?

Speaker speaker\_2: Uh, 2597.

Speaker speaker\_1: And what was your first and last name?

Speaker speaker\_2: Um, Jacob Morton.

Speaker speaker\_1: And for security purposes, can you verify the home address, including city, state and zip code, Jacobs?

Speaker speaker\_2: Uh, 727 Rochester Road, uh, Davidame, Kentucky 42320.

Speaker speaker\_1: And confirm your date of birth.

Speaker speaker\_2: 05-22-2002.

Speaker speaker\_1: And a good telephone number have as 270-775-2193.

Speaker speaker\_2: Yes.

Speaker speaker\_1: And the email I have as Jacob Morton25@icloud.

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Well here, do you mind if I place you on a brief hold while I email you that information?

Speaker speaker\_2: Yeah, I don't care.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Is it loud?

Speaker speaker\_1: Hello, Jacob, you still there?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Awesome. Thank you so much for holding. So I went ahead and emailed you all of your ID cards to the email that was 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 the spam or check the junk folder. Okay?

Speaker speaker\_2: Um, uh, I'm looking at it right now. Give me one sec. Okay. Yeah, I got it.

Speaker speaker\_1: Awesome. Well, is there anything else I could help you out with today?

Speaker speaker\_2: No, thank you.

Speaker speaker\_1: You're welcome. You have a great day, okay?

Speaker speaker\_2: Mm-hmm.