

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, Justin. Uh, I believe my, um... so my work is through WSI and they have insurance through you guys. Mm-hmm. Um, I put al- I, I accidentally messed up on my wife's name, and it's not what I mean. You want me to make changes to that? Yeah. Okay. Was it Workforce Strategies? Yeah, yeah. Yep. Okay. And the last four of your social? 2897. And your first and last name? Robert Nelson. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Robert? Uh, 1267 Avenue A, Lot 22, uh, Springfield, Michigan 49037. And your date of birth? Uh, 7/15/94. And your telephone number has us at 269-565-5327? Yep. And the email, it has us rn07332 at Gmail? Yep. Okay, so let's see here. Um, so you were needing help getting social security information. Is that correct? Yeah. Uh, on my wife's last name, it's supposed to be Hale just without the Y. Hale. Okay. So let me check that. And do you have their socials by any chance? Because I can add those real quick. Um, baby, do you have their social security card? Not on me. They're at home. Do you know your social security number? Yes. Well, I could do yours. For what? Insurance. Okay. Um... You're going to have to get out. Did he put the music on? Hold on, dude. Um, what time are... You guys are open till eight o'clock, right? Yes, sir. 8:00 PM Eastern Standard Time. Um, would it be possible if I could call you back once I got home so, like, I have all those numbers? Yeah, that should be fine. No worries. All right, then I'll just, I'll just do the change then too. Uh, well, I went ahead and updated her last name. You said Hale, H-A-L-E? Oh. Yep, yep. H-A-L-E. Okay. Um, so as of right now, all we need is just her socials. Oh, yeah. And I'll, I'll call back here in like 30 minutes, 45 minutes to have those. Awesome. Well, is there anything else I can assist you with today, Robert? Uh, no, that's it. Awesome. Well, you have a wonderful day, okay? Yeah, you too. All right, bye-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, Justin. Uh, I believe my, um... so my work is through WSI and they have insurance through you guys.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Um, I put al- I, I accidentally messed up on my wife's name, and it's not what I mean.

Speaker speaker_0: You want me to make changes to that?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Was it Workforce Strategies?

Speaker speaker_1: Yeah, yeah. Yep.

Speaker speaker_0: Okay. And the last four of your social?

Speaker speaker_1: 2897.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Robert Nelson.

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

Speaker speaker_1: Uh, 1267 Avenue A, Lot 22, uh, Springfield, Michigan 49037.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: Uh, 7/15/'94.

Speaker speaker_0: And your telephone number has us at 269-565-5327?

Speaker speaker_1: Yep.

Speaker speaker_0: And the email, it has us rn07332 at Gmail?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay, so let's see here. Um, so you were needing help getting social security information. Is that correct?

Speaker speaker_1: Yeah. Uh, on my wife's last name, it's supposed to be Hale just without the Y.

Speaker speaker_0: Hale. Okay. So let me check that. And do you have their socials by any chance? Because I can add those real quick.

Speaker speaker_1: Um, baby, do you have their social security card?

Speaker speaker_2: Not on me. They're at home.

Speaker speaker_1: Do you know your social security number?

Speaker speaker_2: Yes.

Speaker speaker_1: Well, I could do yours.

Speaker speaker_2: For what?

Speaker speaker_1: Insurance.

Speaker speaker_2: Okay. Um... You're going to have to get out. Did he put the music on?

Speaker speaker_1: Hold on, dude. Um, what time are... You guys are open till eight o'clock, right?

Speaker speaker_0: Yes, sir. 8:00 PM Eastern Standard Time.

Speaker speaker_1: Um, would it be possible if I could call you back once I got home so, like, I have all those numbers?

Speaker speaker_0: Yeah, that should be fine. No worries.

Speaker speaker_1: All right, then I'll just, I'll just do the change then too.

Speaker speaker_0: Uh, well, I went ahead and updated her last name. You said Hale, H-A-L-E?

Speaker speaker_1: Oh. Yep, yep. H-A-L-E.

Speaker speaker_0: Okay. Um, so as of right now, all we need is just her socials.

Speaker speaker_1: Oh, yeah. And I'll, I'll call back here in like 30 minutes, 45 minutes to have those.

Speaker speaker_0: Awesome. Well, is there anything else I can assist you with today, Robert?

Speaker speaker_1: Uh, no, that's it.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: Yeah, you too.

Speaker speaker_0: All right, bye-bye.

Speaker speaker_1: Bye.