

## **Transcript: Justin**

**Mills-5239824313925632-5240841751412736**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hi, Justin. My name is Chauncey. I was trying to get, uh, my card, uh, downloaded or sent to my house, my benefits card. Yeah, let me check on that for you. What's the staffing agency you work for? On Track Staffing. And the last four of your social? 4725. And for security purposes, could you verify your home address, including city, state and zip code? My home address is 4319 , uh, North Shore Drive, Irving, Texas 75038. And your date of birth? Date of birth is January 28, 1967. And a good telephone number have is 817-808-8879. Yes, sir. And the email I have is dropzonepro@outlook.com. Yes, sir. Okay. Well, here, do you mind if I place you on a brief hold while I email you the information? Yes, sir. Okay. I don't know . Hello, Chauncey, you still there? Yes, sir. Awesome. Thank you so much for holding. So I went ahead and emailed you 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 them in your inbox, be sure to check your spam or check your junk folder. Okay? All right. And I Can I just follow up there? What was that again? I'm sorry. I would be able to print them out from, uh, from there? Yes, sir. Okay. All right. Well, I think that was all I had. Awesome. Well, you have a wonderful day. Okay? All right. I appreciate your help. All right. Bye-bye. Bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Hi, Justin. My name is Chauncey. I was trying to get, uh, my card, uh, downloaded or sent to my house, my benefits card.

Speaker speaker\_0: Yeah, let me check on that for you. What's the staffing agency you work for?

Speaker speaker\_1: On Track Staffing.

Speaker speaker\_0: And the last four of your social?

Speaker speaker\_1: 4725.

Speaker speaker\_0: And for security purposes, could you verify your home address, including city, state and zip code?

Speaker speaker\_1: My home address is 4319 , uh, North Shore Drive, Irving, Texas 75038.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: Date of birth is January 28, 1967.

Speaker speaker\_0: And a good telephone number have is 817-808-8879.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: And the email I have is dropzonepro@outlook.com.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Okay. Well, here, do you mind if I place you on a brief hold while I email you the information?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Okay.

Speaker speaker\_3: I don't know .

Speaker speaker\_0: Hello, Chauncey, 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 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 them in your inbox, be sure to check your spam or check your junk folder. Okay?

Speaker speaker\_1: All right. And I Can I just follow up there?

Speaker speaker\_0: What was that again? I'm sorry.

Speaker speaker\_1: I would be able to print them out from, uh, from there?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Okay. All right. Well, I think that was all I had.

Speaker speaker\_0: Awesome. Well, you have a wonderful day. Okay?

Speaker speaker\_1: All right. I appreciate your help.

Speaker speaker\_0: All right. Bye-bye.

Speaker speaker\_1: Bye.