

## **Transcript: Justin**

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### **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, hello. Yeah. I was supposed to... This is DeAndre Taylor. I was calling for a big, um... I didn't receive my, um, my pay. Well, I didn't receive my pay for the, for the time that I work, and I was calling to see what this was about. Well, us at Benefits and a Card, we're the benefit administrators for staffing agencies, so we deal with health insurance here. Oh, okay. Yeah. Um, so it come with, it come with health insurance? Uh, well, the s- the... What staffing agency do you work for? Uh, Partners Personnel. Well, I do know the, uh, one of the benefit administrators for Partners Personnel. We deal with their health insurance. Uh, I mean, I can email you a copy of a benefit guide if you wanted to look over something. Yes. Okay. Do you have a good email I can send this to? Um, yes. Um, deandretaylor256@yahoo.com. And just to confirm, deandretaylor256@yahoo.com? Yes. Okay. So the email that you should be looking out for for that benefit guide will be coming from info, that's I-N-F-O, @benefitsandacard.com. Okay? Okay. 'Kay. Okay. Is there anything else I can help you out with today? Um, no that was it. You helped me pretty much. Awesome. Well, you have a wonderful day, okay? Okay. You, too. All right. Bye-bye. 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 and a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Um, hello. Yeah. I was supposed to... This is DeAndre Taylor. I was calling for a big, um... I didn't receive my, um, my pay. Well, I didn't receive my pay for the, for the time that I work, and I was calling to see what this was about.

Speaker speaker\_1: Well, us at Benefits and a Card, we're the benefit administrators for staffing agencies, so we deal with health insurance here.

Speaker speaker\_2: Oh, okay. Yeah. Um, so it come with, it come with health insurance?

Speaker speaker\_1: Uh, well, the s- the... What staffing agency do you work for?

Speaker speaker\_2: Uh, Partners Personnel.

Speaker speaker\_1: Well, I do know the, uh, one of the benefit administrators for Partners Personnel. We deal with their health insurance. Uh, I mean, I can email you a copy of a benefit guide if you wanted to look over something.

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Do you have a good email I can send this to?

Speaker speaker\_2: Um, yes. Um, deandretaylor256@yahoo.com.

Speaker speaker\_1: And just to confirm, deandretaylor256@yahoo.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. So the email that you should be looking out for for that benefit guide will be coming from info, that's I-N-F-O, @benefitsandacard.com. Okay?

Speaker speaker\_2: Okay.

Speaker speaker\_1: 'Kay.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Is there anything else I can help you out with today?

Speaker speaker\_2: Um, no that was it. You helped me pretty much.

Speaker speaker\_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker\_2: Okay. You, too.

Speaker speaker\_1: All right. Bye-bye.

Speaker speaker\_2: Bye. Bye.