

Transcript: Justin

Mills-5425855764316160-6490995003703296

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Occur. This is Justin. How can I help you today? Um, yeah. I'm calling to get, uh, information about my, uh, insurance, which probably just because I don't... if I don't have my card information or lost it or... Yeah, I could possibly email it to you. What's the staffing agency you work for? Uh, Personal... Hold on. Shoot. Per- Personal Partners, uh, or Partner... Hold on, let me find it 'cause it's, it's... Like I probably gotta switch it over. So Partners Personnel? Yes, that's it. Okay. And the last four of your Social? Uh, 8547. And what was your first and last name? Uh, Jasmine Lillard, L-I-L-L-A-R-D. And for security purposes, can you verify the home address, including city, state and zip code, Jasmine? Three... Uh, 735 Mount Hope Street, Franklin, Tennessee, 37064. Franklin, Tennessee. And confirm your date of birth. 01/25/'88. And a good telephone number I have is 615-506-7037. Yeah. And the email I have is jazzyj1@aol.com? Um, can you, uh, update that? And what's a good email for you? Um, let's do the, um... Hold on. I'm gonna... 'Cause I literally just changed it. Um, let's do this one. Uh, it is... Yeah, my internet is too slow. Okay. So the email is, um... It's, uh, jasmine.615-37064@aol.com. And just to confirm, jasmine.615.37064@aol.com? Yeah, you said jasmine.615.37064? Is that what you said? Correct. Yeah. Okay. Well here. Do you mind if I place you in a brief hold while I email that information to you? Yes. Okay. Hello, Jasmine. You still there? Yeah. Awesome. Thank you so much for holding. So I went ahead and emailed you your ID card to the email that you just provided me with. Um, email that you should be looking out for is coming from info, that's I-N-F-O, @benefitscentercard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder, okay? Okay. Um, y- you think I c- I can look at... Oh, I got it now. Okay. I see it. Let me m- let me make sure. Um, okay. Is there anything else I could help you out with today? Okay, I can... Um, uh, what's the name of my insurance? BIC? Was it... What's it called? It's through American Public Life. Okay, American Public Life. Okay. Yes. 'Cause I sure didn't... Um, okay, I see. All right. And what... Are you guys open 24/7 or... If I have any questions? No, ma'am. We're open Monday through Friday from 8:00 AM to 8:00 PM Eastern Standard Time. Oh, okay. All right. Thank you. You're welcome. You have a great weekend, okay? You too. Bye-bye. All right. 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 Occur. This is Justin. How can I help you today?

Speaker speaker_2: Um, yeah. I'm calling to get, uh, information about my, uh, insurance, which probably just because I don't... if I don't have my card information or lost it or...

Speaker speaker_1: Yeah, I could possibly email it to you. What's the staffing agency you work for?

Speaker speaker_2: Uh, Personal... Hold on. Shoot. Per- Personal Partners, uh, or Partner... Hold on, let me find it 'cause it's, it's... Like I probably gotta switch it over.

Speaker speaker_1: So Partners Personnel?

Speaker speaker_2: Yes, that's it.

Speaker speaker_1: Okay. And the last four of your Social?

Speaker speaker_2: Uh, 8547.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Uh, Jasmine Lillard, L-I-L-L-A-R-D.

Speaker speaker_1: And for security purposes, can you verify the home address, including city, state and zip code, Jasmine?

Speaker speaker_2: Three... Uh, 735 Mount Hope Street, Franklin, Tennessee, 37064. Franklin, Tennessee.

Speaker speaker_1: And confirm your date of birth.

Speaker speaker_2: 01/25/'88.

Speaker speaker_1: And a good telephone number I have is 615-506-7037.

Speaker speaker_2: Yeah.

Speaker speaker_1: And the email I have is jazzyj1@aol.com?

Speaker speaker_2: Um, can you, uh, update that?

Speaker speaker_1: And what's a good email for you?

Speaker speaker_2: Um, let's do the, um... Hold on. I'm gonna... 'Cause I literally just changed it. Um, let's do this one. Uh, it is... Yeah, my internet is too slow. Okay. So the email is, um... It's, uh, jasmine.615-37064@aol.com.

Speaker speaker_1: And just to confirm, jasmine.615.37064@aol.com?

Speaker speaker_2: Yeah, you said jasmine.615.37064? Is that what you said?

Speaker speaker_1: Correct.

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. Well here. Do you mind if I place you in a brief hold while I email that information to you?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Hello, Jasmine. You still there?

Speaker speaker_2: Yeah.

Speaker speaker_1: Awesome. Thank you so much for holding. So I went ahead and emailed you your ID card to the email that you just provided me with. Um, email that you should be looking out for is coming from info, that's I-N-F-O, @benefitscentercard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder, okay?

Speaker speaker_2: Okay. Um, y- you think I c- I can look at... Oh, I got it now. Okay. I see it. Let me m- let me make sure. Um, okay.

Speaker speaker_1: Is there anything else I could help you out with today?

Speaker speaker_2: Okay, I can... Um, uh, what's the name of my insurance? BIC? Was it... What's it called?

Speaker speaker_1: It's through American Public Life.

Speaker speaker_2: Okay, American Public Life. Okay.

Speaker speaker_1: Yes.

Speaker speaker_2: 'Cause I sure didn't... Um, okay, I see. All right. And what... Are you guys open 24/7 or... If I have any questions?

Speaker speaker_1: No, ma'am. We're open Monday through Friday from 8:00 AM to 8:00 PM Eastern Standard Time.

Speaker speaker_2: Oh, okay. All right. Thank you.

Speaker speaker_1: You're welcome. You have a great weekend, okay?

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: All right. Bye-bye.