

## **Transcript: Justin**

**Mills-5461648344268800-5228256952500224**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Yes, I'm trying to get some help with, uh, getting the information off my new card that I was supposed to be getting. Yeah. Let me check on that for you. What's that staffing agency you work for? Uh, Friday Services. And the last four of your Social? 8118. And what was your first and last name? Nicholas Pittman. And for security purposes, can you verify your home address, including city, state and zip code, Nicholas? Uh, 213 Meadow Run EXD, Asheville, North Carolina 28806. And your date of birth? 3/14/92. And a good telephone number I have is 828-660-9098. Yes. And the email I have is alexanderbiggs257@gmail? Yes. Okay. Um, well here, do you mind if I place you on a brief hold while I see if that information has been generated for you? Yes. Okay. Hello, Nicholas. You still there? Yes. Awesome. Thank you so much for holding. So, I went ahead and emailed you your ID card to the email we had on file. Um, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com, okay? Okay. Okay. And I do know that physical ID cards will be received early next week, since you became active as of Monday. Okay? Okay. I appreciate it. You're welcome. Is there anything else I can assist you with today? Uh, nope. I think that's it. Appreciate it. You're welcome. You have a great day, okay? Mm-hmm. All right. 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: Yes, I'm trying to get some help with, uh, getting the information off my new card that I was supposed to be getting.

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

Speaker speaker\_1: Uh, Friday Services.

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

Speaker speaker\_1: 8118.

Speaker speaker\_0: And what was your first and last name?

Speaker speaker\_1: Nicholas Pittman.

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

Speaker speaker\_1: Uh, 213 Meadow Run EXD, Asheville, North Carolina 28806.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 3/14/92.

Speaker speaker\_0: And a good telephone number I have is 828-660-9098.

Speaker speaker\_1: Yes.

Speaker speaker\_0: And the email I have is alexanderbiggs257@gmail?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Um, well here, do you mind if I place you on a brief hold while I see if that information has been generated for you?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Hello, Nicholas. You still there?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Awesome. Thank you so much for holding. So, I went ahead and emailed you your ID card to the email we had on file. Um, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com, okay?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. And I do know that physical ID cards will be received early next week, since you became active as of Monday. Okay?

Speaker speaker\_1: Okay. I appreciate it.

Speaker speaker\_0: You're welcome. Is there anything else I can assist you with today?

Speaker speaker\_1: Uh, nope. I think that's it. Appreciate it.

Speaker speaker\_0: You're welcome. You have a great day, okay?

Speaker speaker\_1: Mm-hmm.

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