

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey, Justin. This is Charlotte Henderson. I'm actually a broker that has a group with Benefits and a Card, and I just wanted to touch base with you. We're getting undeliverables on everything we send to our contacts, and the main 800 number's not working. This is the only number I've been able to get an answer on. Do you know if their system is down? Um, yeah, so I do know that our info box is currently down right now. Um, our IT department is currently looking at it and trying to resolve the issue. Um, however, I can jot down your contact information and let the account manager know, so she can reach out to you. Okay. So I was helping my, uh, coworker here. James, who is your new contact there since Karen is gone? What's her name? Do you want to make that call? Justin, thank you. Hang on one second. I was... He came in this morning and had been trying to call everything, and I thought I'll find somebody to answer. Bear with me, and I'll give you that. No worries. Take your time. Name... Heidi Holzclaw. Okay, it's Heidi, and then her last name is Holzclaw, H-O-L-Z-C-L-A-W. Okay. And if you are able to send a message through your side if she can reach out to James Phillips. James Phillips? Okay. Yep. And what company is he calling from? From Henderson Phillips. Henderson Phillips, okay. And a good telephone number for them. 479-228-0108. And just to confirm, 479-228-0108? That's correct. Okay, so I'll go ahead and pass along this information to Heidi, and I'll have Heidi reach out to James, okay? That'll be great. Thank you for your help. You're welcome. You have a great day, all right? You too, bye-bye. All right, bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hey, Justin. This is Charlotte Henderson. I'm actually a broker that has a group with Benefits and a Card, and I just wanted to touch base with you. We're getting undeliverables on everything we send to our contacts, and the main 800 number's not working. This is the only number I've been able to get an answer on. Do you know if their system is down?

Speaker speaker_0: Um, yeah, so I do know that our info box is currently down right now. Um, our IT department is currently looking at it and trying to resolve the issue. Um, however, I can jot down your contact information and let the account manager know, so she can reach out to you.

Speaker speaker_1: Okay. So I was helping my, uh, coworker here. James, who is your new contact there since Karen is gone? What's her name?

Speaker speaker_2: Do you want to make that call?

Speaker speaker_1: Justin, thank you. Hang on one second. I was... He came in this morning and had been trying to call everything, and I thought I'll find somebody to answer. Bear with me, and I'll give you that.

Speaker speaker_0: No worries. Take your time.

Speaker speaker_1: Name...

Speaker speaker_2: Heidi Holzclaw.

Speaker speaker_1: Okay, it's Heidi, and then her last name is Holzclaw, H-O-L-Z-C-L-A-W.

Speaker speaker_0: Okay.

Speaker speaker_1: And if you are able to send a message through your side if she can reach out to James Phillips.

Speaker speaker_0: James Phillips? Okay.

Speaker speaker_1: Yep.

Speaker speaker_0: And what company is he calling from?

Speaker speaker_1: From Henderson Phillips.

Speaker speaker_0: Henderson Phillips, okay. And a good telephone number for them.

Speaker speaker_1: 479-228-0108.

Speaker speaker_0: And just to confirm, 479-228-0108?

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay, so I'll go ahead and pass along this information to Heidi, and I'll have Heidi reach out to James, okay?

Speaker speaker_1: That'll be great. Thank you for your help.

Speaker speaker_0: You're welcome. You have a great day, all right?

Speaker speaker_1: You too, bye-bye.

Speaker speaker_0: All right, bye-bye.