

Transcript: Justin

Mills-5542906775945216-6313374785159168

Full Transcript

Your call may be monitored, or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Sir, how are you doing now? I was calling to check on the status of my benefits. Okay. What's the staffing agency you work for? Carlton Staffing. So Carlton Staffing? Yes, sir. And the last four of your Social? 6663. And what was your first and last name? Brandon Williams. Okay. And for security purposes, can you verify the home address, including city, state and zip code, Brandon? 4343 Horace N. Clark in Missouri City, Texas 77579. And your date of birth? June 23rd, 1985. And a good telephone number I have is 989-6089? Correct. And the email I have is brandon.williams@icloud... Yes, sir. Okay. So let's see here. Let's see. So I can email the ID card to you if you haven't received it just yet. Um, looks like you became active as of October 21st, so you are still currently active in the coverage. Um, do you need your ID card emailed to you? Because I can do that if need be. The brandon.williams, it's not W-I-L-L, it should be W-L-L-I-A-M-S@icloud.com. So W-L-L-I-A-M-S@icloud... Brandon.W-L-L-I@icloud.com. Okay. Well, here, do you mind if I place you in a brief hold while I email that information to you? Hello, Brandon. You still there? Yes, sir. Awesome. Thank you so much for holding. So I went ahead and emailed you your ID card to the email that was on file with the email we updated with earlier. Um, email that you should be looking out for is coming from info, that's I-N-F-O, @benefitsandcard.com. However, if you don't see it in your inbox, be sure to check the spam or check the junk folder to be on the safe side. Okay? Thank you very much, sir. You're welcome. Is there anything else I could help you out with today? Thank you. You're welcome. You have a great day. Okay? All right.

Conversation Format

Speaker speaker_0: Your call may be monitored, or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Justin. How can I help you today?

Speaker speaker_2: Sir, how are you doing now? I was calling to check on the status of my benefits.

Speaker speaker_1: Okay. What's the staffing agency you work for?

Speaker speaker_2: Carlton Staffing.

Speaker speaker_1: So Carlton Staffing?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 6663.

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

Speaker speaker_2: Brandon Williams.

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

Speaker speaker_2: 4343 Horace N. Clark in Missouri City, Texas 77579.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: June 23rd, 1985.

Speaker speaker_1: And a good telephone number I have is 989-6089?

Speaker speaker_2: Correct.

Speaker speaker_1: And the email I have is brandon.williams@icloud...

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. So let's see here. Let's see. So I can email the ID card to you if you haven't received it just yet. Um, looks like you became active as of October 21st, so you are still currently active in the coverage. Um, do you need your ID card emailed to you? Because I can do that if need be.

Speaker speaker_2: The brandon.williams, it's not W-I-L-L, it should be W-L-L-I-A-M-S@icloud.com.

Speaker speaker_1: So W-L-L-I-A-M-S@icloud...

Speaker speaker_2: Brandon.W-L-L-I@icloud.com.

Speaker speaker_1: Okay. Well, here, do you mind if I place you in a brief hold while I email that information to you? Hello, Brandon. You still there?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Awesome. Thank you so much for holding. So I went ahead and emailed you your ID card to the email that was on file with the email we updated with earlier. Um, email that you should be looking out for is coming from info, that's I-N-F-O, @benefitsandcard.com. However, if you don't see it in your inbox, be sure to check the spam or check the junk folder to be on the safe side. Okay?

Speaker speaker_2: Thank you very much, sir.

Speaker speaker_1: You're welcome. Is there anything else I could help you out with today?

Speaker speaker_2: Thank you.

Speaker speaker_1: You're welcome. You have a great day. Okay?

Speaker speaker_2: All right.