

Transcript: Justin

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Full Transcript

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hey, Justin. My name's Corey Timms. I was trying to, uh, make sure that I, um, I activated my benefits card. Um, you're wondering if you could activate the benefit card? I'm trying to see if I ac- made sure it's activated before I use it. Oh, okay. Yeah, yeah. What's that staffing agency you work for? MAU. And the last four of your social? 5424. And what were your first and last name? Corey, C-O-R-E-Y. Sims, S-I-M-S. And for security purposes, could you verify your home address, including city, state and zip code, Corey? Uh, I think it's at, um, 1303 Coombs, uh, CR Coombs Highway 22918. Okay, and confirm your date of birth. February 1st, '69. And a good telephone number. I have is 940-1828. That's correct. And the email I have is coreysims21 at gmail? That's correct. Okay. Um, so looking at the calendar, it looks like you are currently active in the coverage for this week. Okay. And I'll... So, when I go in, if I make an appointment, just you, I mean, 'cause I don't have a card in the mail yet. Um, yeah. I can, um, email them to you real quick. Do you mind if I place you on a brief hold while I do that? Yes. Okay. Corey, you still there? Yes, sir. Awesome. Thank you so much for holding. So, I went ahead and emailed you the ID cards to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsonacard.com. However, if you don't see them- Oh. ... in the inbox, be sure to check your spam or check your junk folder, okay? Okay. Awesome. Now- And just show them, when I go... I can just, um, pull it up on my, um, and just show it, show that to them on my phone? Correct. Okay. Is there anything else I can assist you with today, Corey? No, sir. No, sir, that's it. I think I heard them just come through. Awesome. Well, you have a wonderful day, okay? All right, thank you. You're welcome. Bye-bye. 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: Hey, Justin. My name's Corey Timms. I was trying to, uh, make sure that I, um, I activated my benefits card.

Speaker speaker_0: Um, you're wondering if you could activate the benefit card?

Speaker speaker_1: I'm trying to see if I ac- made sure it's activated before I use it.

Speaker speaker_0: Oh, okay. Yeah, yeah. What's that staffing agency you work for?

Speaker speaker_1: MAU.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 5424.

Speaker speaker_0: And what were your first and last name?

Speaker speaker_1: Corey, C-O-R-E-Y. Sims, S-I-M-S.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code, Corey?

Speaker speaker_1: Uh, I think it's at, um, 1303 Coombs, uh, CR Coombs Highway 22918.

Speaker speaker_0: Okay, and confirm your date of birth.

Speaker speaker_1: February 1st, '69.

Speaker speaker_0: And a good telephone number. I have is 940-1828.

Speaker speaker_1: That's correct.

Speaker speaker_0: And the email I have is coreysims21 at gmail?

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay. Um, so looking at the calendar, it looks like you are currently active in the coverage for this week.

Speaker speaker_1: Okay. And I'll... So, when I go in, if I make an appointment, just you, I mean, 'cause I don't have a card in the mail yet.

Speaker speaker_0: Um, yeah. I can, um, email them to you real quick. Do you mind if I place you on a brief hold while I do that?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Corey, you still there?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Awesome. Thank you so much for holding. So, I went ahead and emailed you the ID cards to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsonacard.com. However, if you don't see them-

Speaker speaker_1: Oh.

Speaker speaker_0: ... in the inbox, be sure to check your spam or check your junk folder, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Awesome. Now-

Speaker speaker_1: And just show them, when I go... I can just, um, pull it up on my, um, and just show it, show that to them on my phone?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay.

Speaker speaker_0: Is there anything else I can assist you with today, Corey?

Speaker speaker_1: No, sir. No, sir, that's it. I think I heard them just come through.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: All right, thank you.

Speaker speaker_0: You're welcome. Bye-bye.

Speaker speaker_1: Bye-bye.