

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. How you doing? Doing pretty well, and yourself? I'm good. I was just calling because I haven't read- I mean, haven't received my, um, dinner insurance card yet. Okay. Let me check on that for you. What's the staffing agency you work for? I work for, um, Ham- Hampton Rankin. I hope I say it right. Hamilton-Ricker? Uh-huh. And the last four of your Social? 0948. And what was your first and last name? Brenda Bland. And for security purposes, could you verify your home address, including city, state and zip code, Brenda? Yes. Um, 1881 Lincolnshire, Lincolnshire Boulevard, Region Mississippi 39157. And confirm your date of birth. August 12th, 1924. 1984. And a good telephone number. I have a 601-991-6986. 6986? I have a new number. And what's a good telephone number for you? 601-991-8712. And just to confirm, 601-991-8712? Uh-huh. And the email I have is brendabland32 at gmail? Uh-huh. Okay. Um, well here, do you mind if I place you on a brief hold while I email you your information? It's fine. I'll still have my bear back for you, okay? Mm-hmm. Okay. Lock that door. I'm moving out today. You ain't gotta worry about buying me nothing. Spend your money on me no more. And I'll be out of your hair. About to what? Lock that door. Wait, wait. W-what? Why did you- Hello, Brenda. You still there? Mm-hmm. Awesome. Thank you so much for holding. So, I went ahead and emailed you your 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, @benefitsandcard.com. Well, if you don't see them in your inbox, be sure to check your spam or check your junk folder to be on the safe side, okay? Okay, I see it. Okay. Um, well is there anything I can help you with, uh, today? No, sir. That's it. Awesome. Well, thank you for calling Benefits and a Card and I hope you have a wonderful day, okay? Okay. You too. Thank you. Bye-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. How you doing?

Speaker speaker_0: Doing pretty well, and yourself?

Speaker speaker_1: I'm good. I was just calling because I haven't read- I mean, haven't received my, um, dinner insurance card yet.

Speaker speaker_0: Okay. Let me check on that for you. What's the staffing agency you work for?

Speaker speaker_1: I work for, um, Ham- Hampton Rankin. I hope I say it right.

Speaker speaker_0: Hamilton-Ricker?

Speaker speaker_1: Uh-huh.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 0948.

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

Speaker speaker_1: Brenda Bland.

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

Speaker speaker_1: Yes. Um, 1881 Lincolnshire, Lincolnshire Boulevard, Region Mississippi 39157.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: August 12th, 1924. 1984.

Speaker speaker_0: And a good telephone number. I have a 601-991-6986.

Speaker speaker_1: 6986? I have a new number.

Speaker speaker_0: And what's a good telephone number for you?

Speaker speaker_1: 601-991-8712.

Speaker speaker_0: And just to confirm, 601-991-8712?

Speaker speaker_1: Uh-huh.

Speaker speaker_0: And the email I have is brendabland32 at gmail?

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Okay. Um, well here, do you mind if I place you on a brief hold while I email you your information?

Speaker speaker_1: It's fine.

Speaker speaker_0: I'll still have my bear back for you, okay?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay.

Speaker speaker_2: Lock that door. I'm moving out today. You ain't gotta worry about buying me nothing. Spend your money on me no more. And I'll be out of your hair.

Speaker speaker_3: About to what?

Speaker speaker_2: Lock that door.

Speaker speaker_3: Wait, wait. W- what? Why did you-

Speaker speaker_0: Hello, Brenda. You still there?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Awesome. Thank you so much for holding. So, I went ahead and emailed you your 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, @benefitsandcard.com. Well, if you don't see them in your inbox, be sure to check your spam or check your junk folder to be on the safe side, okay?

Speaker speaker_1: Okay, I see it.

Speaker speaker_0: Okay. Um, well is there anything I can help you with, uh, today?

Speaker speaker_1: No, sir. That's it.

Speaker speaker_0: Awesome. Well, thank you for calling Benefits and a Card and I hope you have a wonderful day, okay?

Speaker speaker_1: Okay. You too.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye.