

## **Transcript: Justin**

**Mills-5673446957170688-4509687316267008**

### **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? Hello. Hi, Justin. This is, uh, Mohammed. I just, um, uh, bought a benefit through Doherty Staffing Company, so could you please check my benefit? I can- cannot remember what kind of benefit I subscribed because I did not see any options. Yeah. Let me check on that. Did you get me? Okay. Uh, Doherty Staffing you said? Yeah, yeah, Doherty Staffing. What's the last four of your Social? Uh, four, five, four, five. And what was your first and last name? Uh, Mohammed and last name Udine. Four, five... Did you recently just start with Doherty Staffing? Yes. Okay. What's your full Social? Um, why do you need my full Social? I sent you the last four. Um, because I wasn't seeing your file in our system, so I may have to create you a file to enroll you into their benefits. So, that's why I asked for the full Social, sir. Hmm. Okay. I'll contact with Doherty if you don't have any information on my file. I'll contact with Doherty, okay? No worries. You have a great day, okay? Yeah, thank you. Bye-bye.

### **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: Hello. Hi, Justin. This is, uh, Mohammed. I just, um, uh, bought a benefit through Doherty Staffing Company, so could you please check my benefit? I can- cannot remember what kind of benefit I subscribed because I did not see any options.

Speaker speaker\_1: Yeah. Let me check on that.

Speaker speaker\_2: Did you get me? Okay.

Speaker speaker\_1: Uh, Doherty Staffing you said?

Speaker speaker\_2: Yeah, yeah, Doherty Staffing.

Speaker speaker\_1: What's the last four of your Social?

Speaker speaker\_2: Uh, four, five, four, five.

Speaker speaker\_1: And what was your first and last name?

Speaker speaker\_2: Uh, Mohammed and last name Udine.

Speaker speaker\_1: Four, five... Did you recently just start with Doherty Staffing?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. What's your full Social?

Speaker speaker\_2: Um, why do you need my full Social? I sent you the last four.

Speaker speaker\_1: Um, because I wasn't seeing your file in our system, so I may have to create you a file to enroll you into their benefits. So, that's why I asked for the full Social, sir.

Speaker speaker\_2: Hmm. Okay. I'll contact with Doherty if you don't have any information on my file. I'll contact with Doherty, okay?

Speaker speaker\_1: No worries. You have a great day, okay?

Speaker speaker\_2: Yeah, thank you.

Speaker speaker\_1: Bye-bye.