

## **Transcript: Justin**

**Mills-5767195338162176-6589481288941568**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yes, uh, I've been trying to get my medical card, and, uh, I've been having some problems trying to receive it. Okay, uh, let me check on that for you. What's the staffing agency you work for? Wagner in Macon, Georgia. And, and last four of your Social? 8729. And what was your first and last name? Aaron Brown. A-A-R-R-O-N Brown. Okay. And for security purposes, could you verify the home address, including city, state and zip code, Aaron? 395 Deland Drive, Fort Valley, Georgia 31030. And confirm your date of birth? October 31st, 1963. Okay. And a good telephone number have is 478-955-2388. Correct. And do you have a good email? Uh, albrow449@gmail.com. And just to confirm, albrow1449 at gmail? Yeah. Okay. Um, here, do you mind if I place you on a brief hold while I email the ID card to you, just so you have it? Oh, okay. Okay. Awesome. I'll be right back for you, okay, Aaron? Sorry, sir. You're welcome. Hello, Aaron, you still there? Yes. Awesome. Thank you so much for holding. So I went ahead and emailed you that ID card to the email you just provided me with earlier. Um, email that you should be looking out for is coming from info, that's I-N-F-O, @benefitsandacard.com. Okay. 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? Okay. Okay. So, will I be receiving anything in the mail? Um, yes, sir. So I'll go ahead and put in a request for a physical ID card to be made out to you as well. Um, so you- Okay. ... should receive that one in seven to 10 business days. Okay? Okay. I appreciate that. You're welcome. Is there anything else I can help you out with today, Aaron? No, 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. Thanks. Thank you. Bye-bye. All right. All right, 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 and a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Yes, uh, I've been trying to get my medical card, and, uh, I've been having some problems trying to receive it.

Speaker speaker\_1: Okay, uh, let me check on that for you. What's the staffing agency you work for?

Speaker speaker\_2: Wagner in Macon, Georgia.

Speaker speaker\_1: And, and last four of your Social?

Speaker speaker\_2: 8729.

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

Speaker speaker\_2: Aaron Brown. A-A-R-R-O-N Brown.

Speaker speaker\_1: Okay. And for security purposes, could you verify the home address, including city, state and zip code, Aaron?

Speaker speaker\_2: 395 Deland Drive, Fort Valley, Georgia 31030.

Speaker speaker\_1: And confirm your date of birth?

Speaker speaker\_2: October 31st, 1963.

Speaker speaker\_1: Okay. And a good telephone number have is 478-955-2388.

Speaker speaker\_2: Correct.

Speaker speaker\_1: And do you have a good email?

Speaker speaker\_2: Uh, albrown449@gmail.com.

Speaker speaker\_1: And just to confirm, albrown1449 at gmail?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. Um, here, do you mind if I place you on a brief hold while I email the ID card to you, just so you have it?

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: Okay. Awesome. I'll be right back for you, okay, Aaron?

Speaker speaker\_2: Sorry, sir.

Speaker speaker\_1: You're welcome. Hello, Aaron, you still there?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Awesome. Thank you so much for holding. So I went ahead and emailed you that ID card to the email you just provided me with earlier. Um, email that you should be looking out for is coming from info, that's I-N-F-O, @benefitsandacard.com.

Speaker speaker\_2: Okay.

Speaker speaker\_1: 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: Okay.

Speaker speaker\_1: Okay.

Speaker speaker\_2: So, will I be receiving anything in the mail?

Speaker speaker\_1: Um, yes, sir. So I'll go ahead and put in a request for a physical ID card to be made out to you as well. Um, so you-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... should receive that one in seven to 10 business days. Okay?

Speaker speaker\_2: Okay. I appreciate that.

Speaker speaker\_1: You're welcome. Is there anything else I can help you out with today, Aaron?

Speaker speaker\_2: No, that's it.

Speaker speaker\_1: Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day, okay?

Speaker speaker\_2: Okay. You too. Thanks.

Speaker speaker\_1: Thank you. Bye-bye.

Speaker speaker\_2: All right. All right, bye.