

Transcript: Justin

Mills-5804766348656640-4843028648247296

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? I just missed a call from this number. I'm trying to figure out what this is for. Uh... Was there a voicemail left by any chance, or no? Yes. There was a voicemail. It says, "Hi. Good afternoon. This call is for Ms. Quarters. My name is Pearl, calling from Benefits and C- and a Card, calling on behalf of your staff. We need to see Wagner Services solution. We are processing returned mail this morning, and your card was returned to the office to insufficient address. So, we're calling to confirm your address to get your card resent." Um, what card? Yeah. Well, I do know that Wagner Services does automatically enroll their new hires into a medical plan, so it's probably your medical ID card through Wagner Services. Oh. Okay. Okay. Um... I, I believe it has to pertain to my husband's job. He, um, he recently lost it. Um... Okay. Is he still working through Wagner or no? No. Okay. Well, since he's not- no longer working through Wagner, he can go ahead and disregard the phone call or text message he received, okay? Okay. I just... I, I was very confused for a moment. I'm sorry. No worries. You have a great day, okay? You too. All right, 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 and a Card. This is Justin. How can I help you today?

Speaker speaker_2: I just missed a call from this number. I'm trying to figure out what this is for.

Speaker speaker_1: Uh... Was there a voicemail left by any chance, or no?

Speaker speaker_2: Yes. There was a voicemail. It says, "Hi. Good afternoon. This call is for Ms. Quarters. My name is Pearl, calling from Benefits and C- and a Card, calling on behalf of your staff. We need to see Wagner Services solution. We are processing returned mail this morning, and your card was returned to the office to insufficient address. So, we're calling to confirm your address to get your card resent." Um, what card?

Speaker speaker_1: Yeah. Well, I do know that Wagner Services does automatically enroll their new hires into a medical plan, so it's probably your medical ID card through Wagner Services.

Speaker speaker_2: Oh. Okay.

Speaker speaker_1: Okay.

Speaker speaker_2: Um... I, I believe it has to pertain to my husband's job. He, um, he recently lost it. Um...

Speaker speaker_1: Okay. Is he still working through Wagner or no?

Speaker speaker_2: No.

Speaker speaker_1: Okay. Well, since he's not- no longer working through Wagner, he can go ahead and disregard the phone call or text message he received, okay?

Speaker speaker_2: Okay. I just... I, I was very confused for a moment. I'm sorry.

Speaker speaker_1: No worries. You have a great day, okay?

Speaker speaker_2: You too.

Speaker speaker_1: All right, bye-bye.