

## **Transcript: Justin**

**Mills-5806363641954304-5685922390654976**

### **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, I need my insurance cards. Yeah, let me check on that for you. What's the staffing agency you work for? Versatella. And the last four of your social? 1538. And what was your first and last name? Tara Wooten. And for security purposes, can you verify your home address, including city, state and zip code, Tara? Um, 10670 14th Avenue Southwest, Apartment 517, Seattle, Washington 98146. And your date of birth? 02/06/'96. I think the telephone number I have is 206-280-0642. That's correct. And the email I have is taraa, or tara.a.wooten@gmail? Yes, correct. Okay, um, well, here. Do you mind if I place you on a brief hold while I search up that information and I'll email them to you real quick? That's fine. Okay. Hello, are you still there? Yes. Awesome. Thank you so much for holding. Um, so I went ahead and emailed you all of your ID cards to the email we had on file. The email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder to be on the safe side. Okay? Okay, I've got 'em. Awesome. Well, is there anything else I can help you out with today? Um, I don't think so. I think that's what I needed and I was trying to, you know, get 'em online, but it's just, they weren't showing up, said they weren't available. So... Okay. Um- You got my ID cards still. Awesome. Well, you have a wonderful day, okay? All right. Thank you. You're welcome. Bye-bye. 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: Yes, I need my insurance cards.

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

Speaker speaker\_2: Versatella.

Speaker speaker\_1: And the last four of your social?

Speaker speaker\_2: 1538.

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

Speaker speaker\_2: Tara Wooten.

Speaker speaker\_1: And for security purposes, can you verify your home address, including city, state and zip code, Tara?

Speaker speaker\_2: Um, 10670 14th Avenue Southwest, Apartment 517, Seattle, Washington 98146.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: 02/06/'96.

Speaker speaker\_1: I think the telephone number I have is 206-280-0642.

Speaker speaker\_2: That's correct.

Speaker speaker\_1: And the email I have is taraa, or tara.a.wooten@gmail?

Speaker speaker\_2: Yes, correct.

Speaker speaker\_1: Okay, um, well, here. Do you mind if I place you on a brief hold while I search up that information and I'll email them to you real quick?

Speaker speaker\_2: That's fine.

Speaker speaker\_1: Okay. Hello, are you still there?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Awesome. Thank you so much for holding. Um, so I went ahead and emailed you all of your ID cards to the email we had on file. The email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder to be on the safe side. Okay?

Speaker speaker\_2: Okay, I've got 'em.

Speaker speaker\_1: Awesome. Well, is there anything else I can help you out with today?

Speaker speaker\_2: Um, I don't think so. I think that's what I needed and I was trying to, you know, get 'em online, but it's just, they weren't showing up, said they weren't available. So...

Speaker speaker\_1: Okay. Um-

Speaker speaker\_2: You got my ID cards still.

Speaker speaker\_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker\_2: All right. Thank you.

Speaker speaker\_1: You're welcome. Bye-bye.

Speaker speaker\_2: Bye-bye.