

## **Transcript: Justin**

**Mills-5863317095104512-6350440407547904**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center Card. This is Justin. How can I help you today? Hello. Um, hold on one second. I'm sorry. My name is Syreeta. I'm a, a supervisor, and I have an employee who's informed me that she did sign up for benefits, and she received a email telling her to activate her card, I think, but she says she still hasn't received her insurance card yet. Do you know about how long it will take her or why she ha- if I give you her name, can you tell me why she hasn't received it yet? Yeah. What's the staffing agency she works for? Surge Staffing. Last four of her Social? Oh, I'm sorry. Uh, I don't have that with me at this time. Okay. And last name? I will, if I need to call back, I will. The last name? Thompson. And her first name? Jarnia. J-A-R-N-I-A. Thank you. Okay. Sorry. So, looking at the calendar, she became active as, as of last Monday, the 13th, so she should be receiving physical ID cards sometime this week. Mm-hmm. However, if she did call us at Benefit Center Card, we can email her her ID cards, but she would have to call to request that. Okay. I will inform her. Thank you so much for your help. You're welcome. You have a great day, okay? You too. Thank you. All right, bye-bye. Oh.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefit Center Card. This is Justin. How can I help you today?

Speaker speaker\_2: Hello. Um, hold on one second. I'm sorry. My name is Syreeta. I'm a, a supervisor, and I have an employee who's informed me that she did sign up for benefits, and she received a email telling her to activate her card, I think, but she says she still hasn't received her insurance card yet. Do you know about how long it will take her or why she ha- if I give you her name, can you tell me why she hasn't received it yet?

Speaker speaker\_1: Yeah. What's the staffing agency she works for?

Speaker speaker\_2: Surge Staffing.

Speaker speaker\_1: Last four of her Social?

Speaker speaker\_2: Oh, I'm sorry. Uh, I don't have that with me at this time.

Speaker speaker\_1: Okay. And last name?

Speaker speaker\_2: I will, if I need to call back, I will.

Speaker speaker\_1: The last name?

Speaker speaker\_2: Thompson.

Speaker speaker\_1: And her first name?

Speaker speaker\_2: Jarnia. J-A-R-N-I-A.

Speaker speaker\_1: Thank you. Okay.

Speaker speaker\_2: Sorry.

Speaker speaker\_1: So, looking at the calendar, she became active as, as of last Monday, the 13th, so she should be receiving physical ID cards sometime this week.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: However, if she did call us at Benefit Center Card, we can email her her ID cards, but she would have to call to request that.

Speaker speaker\_2: Okay. I will inform her. Thank you so much for your help.

Speaker speaker\_1: You're welcome. You have a great day, okay?

Speaker speaker\_2: You too. Thank you.

Speaker speaker\_1: All right, bye-bye.

Speaker speaker\_2: Oh.