

Transcript: Justin

Mills-6084950249619456-4856440151523328

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yes, how are you, sir? I'm doing well. My name is... Uh, thank you. My name is Abdulaziz Silla. Uh, I'm, I'm worker from, uh, CTST. I have not seen my Medicare card. You can- They actually give me this number, yes. Let me check on that for you. Um, what's that staffing agency you work for? Yeah, I'm working from CTST, uh, three months, for three months. What's the staffing agency you work for? Uh, wha- what, the address? I stated, "Who is the staffing agency you work for?" The temp service. Oh, I'm working from, uh, for... See, the address is CTST. Uh, uh, they issue Broadway Street, Broadway Street. Okay, but what is the staffing agency you went to to get that assignment, is what I'm asking? Okay, I used to need, um, uh, ask my Medicare, Medicare. I have not seen my Medicare from, uh, uh, my address. I understand that you haven't received your ID cards, but what I'm asking you is- Mm-hmm. ... what is the staffing agency you work for, in order for me to pull your file. Who do you work for? Oh, I don't understand. Uh, well, I, uh, I need to transfer. I can, I can call you later. Okay, well, I would need the name of the staffing agency you work for in order to pull your file. Okay. Okay. All right. Thank you. You're welcome. Have a great day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Yes, how are you, sir?

Speaker speaker_0: I'm doing well.

Speaker speaker_1: My name is... Uh, thank you. My name is Abdulaziz Silla. Uh, I'm, I'm worker from, uh, CTST. I have not seen my Medicare card.

Speaker speaker_0: You can-

Speaker speaker_1: They actually give me this number, yes.

Speaker speaker_0: Let me check on that for you. Um, what's that staffing agency you work for?

Speaker speaker_1: Yeah, I'm working from CTST, uh, three months, for three months.

Speaker speaker_0: What's the staffing agency you work for?

Speaker speaker_1: Uh, wha- what, the address?

Speaker speaker_0: I stated, "Who is the staffing agency you work for?" The temp service.

Speaker speaker_1: Oh, I'm working from, uh, for... See, the address is CTST. Uh, uh, they issue Broadway Street, Broadway Street.

Speaker speaker_0: Okay, but what is the staffing agency you went to to get that assignment, is what I'm asking?

Speaker speaker_1: Okay, I used to need, um, uh, ask my Medicare, Medicare. I have not seen my Medicare from, uh, uh, my address.

Speaker speaker_0: I understand that you haven't received your ID cards, but what I'm asking you is-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... what is the staffing agency you work for, in order for me to pull your file. Who do you work for?

Speaker speaker_1: Oh, I don't understand. Uh, well, I, uh, I need to transfer. I can, I can call you later.

Speaker speaker_0: Okay, well, I would need the name of the staffing agency you work for in order to pull your file.

Speaker speaker_1: Okay. Okay. All right. Thank you.

Speaker speaker_0: You're welcome. Have a great day.

Speaker speaker_1: You too.