

## **Transcript: Justin**

**Mills-6085192050589696-6414935279058944**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits International Card. This is Justin. How can I help you today? Uh, hi. My name is Emma Doty, and I'm calling on behalf of my dad, uh, Luis Lagunes. Um, he was just wondering if he had to, um, do something, like he- he was under the impression that he had to activate his benefits card. Is that incorrect or is that correct? Um, what's the staffing agency he works for? He works for TRG. It's in Seymour, Indiana. You mean TRC? Uh, let me look. I thought it was TRG. Mm. TRG. Yes, TRG. The Royal Group. Let's see here. Let me check my latest list because I've never heard of The Royal Group. Bear with me one second. All righty. I have his, um, payer ID. Would that help any? Um, no, ma'am. So unfortunately, um, I would actually need to speak with him regarding this information. Um, is he around you by any chance? Mm-hmm. Let me try to, um, three-way call him. Okay. Give me a second. No worries. Take your time. All right. Okay. Um, yeah. He- he had to work overtime, so probably give you a call tomorrow. Okay. Well, we're open Monday through Friday from 8:00 AM to 8:00 PM Eastern Standard Time, okay? Gotcha. Thank you. You're welcome. You have a great day, okay? You too. Mm-bye. 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 International Card. This is Justin. How can I help you today?

Speaker speaker\_2: Uh, hi. My name is Emma Doty, and I'm calling on behalf of my dad, uh, Luis Lagunes. Um, he was just wondering if he had to, um, do something, like he- he was under the impression that he had to activate his benefits card. Is that incorrect or is that correct?

Speaker speaker\_1: Um, what's the staffing agency he works for?

Speaker speaker\_2: He works for TRG. It's in Seymour, Indiana.

Speaker speaker\_1: You mean TRC?

Speaker speaker\_2: Uh, let me look. I thought it was TRG. Mm. TRG. Yes, TRG. The Royal Group.

Speaker speaker\_1: Let's see here. Let me check my latest list because I've never heard of The Royal Group. Bear with me one second.

Speaker speaker\_2: All righty. I have his, um, payer ID. Would that help any?

Speaker speaker\_1: Um, no, ma'am. So unfortunately, um, I would actually need to speak with him regarding this information. Um, is he around you by any chance?

Speaker speaker\_2: Mm-hmm. Let me try to, um, three-way call him.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Give me a second.

Speaker speaker\_1: No worries. Take your time.

Speaker speaker\_2: All right. Okay. Um, yeah. He- he had to work overtime, so probably give you a call tomorrow.

Speaker speaker\_1: Okay. Well, we're open Monday through Friday from 8:00 AM to 8:00 PM Eastern Standard Time, okay?

Speaker speaker\_2: Gotcha. Thank you.

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

Speaker speaker\_2: You too. Mm-bye.

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