

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, Justin. My name's Sarah Buehning. Um, I'm through, uh, Time Staffing, and I was just wondering if there was any way you can give me my, the numbers to my ID cards? Yeah. Let me check on that for you. So Time Staffing, what's the last four of your Social? 9964. And what was your last name, Sarah? Buehning. It's B-U-E-H-N-I-N-G. Okay. And for security purposes, could you verify your home address, including city, state and zip code? Mm-hmm. Bowling Green, Ohio. Um, 806 Napoleon. I'm sorry. 806 Napoleon Road, Bowling Green, Ohio 43402. And confirm your date of birth. It's 3/19/1986. And a good telephone number I have is 419-601-0835. Correct. And the email I have is your last name, 7730@gmail.com? Correct. Okay. Um, well, here, do you mind if I place you on a brief hold while I see if the ID cards have been generated? Um, no, that's fine. Okay. Hello, Sarah. You still there? Yeah. Awesome. Thank you so much for holding. So I went ahead and emailed you your ID cards to the email we had on file. 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 them in your inbox, be sure to check your spam or check your junk folder. Okay? Okay. Okay. And as of right now, I do know that you should receive physical ID cards early next week. Okay? All right. Thank you so much. You're welcome. Is there anything else I can help you out with today? No, sir. Awesome. Well, you have a wonderful day, okay? You too. Thank you. All right. Bye-bye. Bye.

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: Hi, Justin. My name's Sarah Buehning. Um, I'm through, uh, Time Staffing, and I was just wondering if there was any way you can give me my, the numbers to my ID cards?

Speaker speaker_0: Yeah. Let me check on that for you. So Time Staffing, what's the last four of your Social?

Speaker speaker_1: 9964.

Speaker speaker_0: And what was your last name, Sarah?

Speaker speaker_1: Buehning. It's B-U-E-H-N-I-N-G.

Speaker speaker_0: Okay. And for security purposes, could you verify your home address, including city, state and zip code?

Speaker speaker_1: Mm-hmm. Bowling Green, Ohio. Um, 806 Napoleon. I'm sorry. 806 Napoleon Road, Bowling Green, Ohio 43402.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: It's 3/19/1986.

Speaker speaker_0: And a good telephone number I have is 419-601-0835.

Speaker speaker_1: Correct.

Speaker speaker_0: And the email I have is your last name, 7730@gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. Um, well, here, do you mind if I place you on a brief hold while I see if the ID cards have been generated?

Speaker speaker_1: Um, no, that's fine.

Speaker speaker_0: Okay. Hello, Sarah. You still there?

Speaker speaker_1: Yeah.

Speaker speaker_0: Awesome. Thank you so much for holding. So I went ahead and emailed you your ID cards to the email we had on file. 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 them in your inbox, be sure to check your spam or check your junk folder. Okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. And as of right now, I do know that you should receive physical ID cards early next week. Okay?

Speaker speaker_1: All right. Thank you so much.

Speaker speaker_0: You're welcome. Is there anything else I can help you out with today?

Speaker speaker_1: No, sir.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: All right. Bye-bye.

Speaker speaker_1: Bye.