

Transcript: Justin

Mills-6218749139140608-6585961460973568

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hello, this is Eric B. I was calling to, um, see which, uh, healthcare do I have through y'all? Um, yeah, let me check on that. What's that staffing agency you work for? MAU. And the last four of your Social? 1307. And for security purposes, could you verify your home address, including city, state and zip code, Eric? 2231 Winston West, Augusta, Georgia 30906. And confirm your date of birth? July 9th, 1994. And a good telephone number have a 706-627-7071. Yep, that's it. And the email has bernard222222299@yahoo? Yep, that's it. Okay, so looking at the file, looks like you have preventative healthcare services, as well as hospitals, doctors and medication coverage. Okay. Um, h- hold on real quick 'cause I have to go back in there. I just forgot... I had just left my, um, doctor's appointment. And I ain't got it yet. Okay. Were you needing your ID cards, 'cause I can possibly email that information to you if they were needing that? Okay. Can you email my, uh, my, uh, ID cards to me? Yeah. Bear with me one second, okay? Okay. Okay. Hello, Eric. You still there? I'm still here. Awesome. Thank you so much for holding. So, I went ahead and emailed you all of your ID cards to the email we had on file. Email that you should look 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, okay? You said info? Yes, sir. Info, I-N-F-O, @benefitsandacard.com. Uh, I got them. Okay. Well, is there anything else I can assist you with today? That's it. Awesome. Well, you have a wonderful day, okay? All right. Thank you. You're welcome. 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: Hello, this is Eric B. I was calling to, um, see which, uh, healthcare do I have through y'all?

Speaker speaker_0: Um, yeah, let me check on that. What's that staffing agency you work for?

Speaker speaker_1: MAU.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 1307.

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

Speaker speaker_1: 2231 Winston West, Augusta, Georgia 30906.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: July 9th, 1994.

Speaker speaker_0: And a good telephone number have a 706-627-7071.

Speaker speaker_1: Yep, that's it.

Speaker speaker_0: And the email has bernard222222299@yahoo?

Speaker speaker_1: Yep, that's it.

Speaker speaker_0: Okay, so looking at the file, looks like you have preventative healthcare services, as well as hospitals, doctors and medication coverage.

Speaker speaker_1: Okay. Um, h- hold on real quick 'cause I have to go back in there. I just forgot... I had just left my, um, doctor's appointment. And I ain't got it yet.

Speaker speaker_0: Okay. Were you needing your ID cards, 'cause I can possibly email that information to you if they were needing that?

Speaker speaker_1: Okay. Can you email my, uh, my, uh, ID cards to me?

Speaker speaker_0: Yeah. Bear with me one second, okay?

Speaker speaker_1: Okay.

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

Speaker speaker_1: I'm still here.

Speaker speaker_0: Awesome. Thank you so much for holding. So, I went ahead and emailed you all of your ID cards to the email we had on file. Email that you should look 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, okay?

Speaker speaker_1: You said info?

Speaker speaker_0: Yes, sir. Info, I-N-F-O, @benefitsandacard.com.

Speaker speaker_1: Uh, I got them.

Speaker speaker_0: Okay. Well, is there anything else I can assist you with today?

Speaker speaker_1: That's it.

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

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: You're welcome. Bye-bye.

Speaker speaker_1: Bye.