

## Transcript: Justin

**Mills-6242249510928384-4952055428071424**

### Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yes, my name's Dan Ellerman. Um, I live in Bruceton, Indiana and I'm employed through Search Staffing in Seymour. Mm-hmm. And I didn't know if there was a way I could get a, um, a card that I could carry with me? Uh, yeah. My comp- My com- my computer's messed up, so. Yeah, let me check on that. Um, so Search Staffing, what's the last four of your social? 8760. And for security purposes, could you verify your home address, including city, state and zip code, Mr. Ellerman? 215 North Poplar. That's P-O-P-L-A-R Street, Bruceton, Indiana 47220. And confirm your date of birth. 09/17/63. And a good telephone number has 812-530-7220? Yes. That's the only one I got, and that's a cell phone. Okay. And the email I have is ellermendan6@gmail? Yes. That would be right. Okay, and you stated your computer's not working. Is that correct? Yeah, my computer's all messed up. It- it just got messed up today. So- Okay. Um, are you by any chance have email on your phone? Because I can email you an ID card just so you have it. No, be- No, because I have a- I have a, um... Can you- Can you, uh, send it to my daughter's phone? Yeah. What's her email? Um... Oh, my gosh. Oh, that ain't gonna work. All I know is Bengirl. That's all I know. Um, yeah. Okay. Um- Yeah, so- so what I can do right now, I mean, I can put in a request for a physical ID card to be mailed out to you, um, but you wouldn't receive that one until within seven to ten business days. Okay. Can you go ahead and email it to my email, and then maybe I can get my daughter's, um... Maybe we can get it off my d- daughter's computer maybe? Yeah, I can go ahead and do that for you. Do you mind if I place you on a brief hold- Yeah. ... while I take care of all that? Yeah, that's fine. Go ahead. Okay. Hello, Daniel. You still there? Yeah, I'm here. Awesome. Thank you so much for holding. Um, so two things. Uh, first thing, I emailed the ID card to the email we have on file. Uh, email that you should look out for is coming from info- Okay. That's I-N-F-O @benefitsandcard.com, okay? Okay. Okay, and secondly, I've put in the request for- for a new physical ID card to be mailed out to you, so you should receive that in seven to ten business days as well, okay? Okay. I appreciate this. You're welcome. You have a great day, okay? You, too. Thanks. Bye-bye. Okay, you're welcome. 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: Yes, my name's Dan Ellerman. Um, I live in Bruceton, Indiana and I'm employed through Search Staffing in Seymour.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: And I didn't know if there was a way I could get a, um, a card that I could carry with me?

Speaker speaker\_0: Uh, yeah.

Speaker speaker\_1: My comp- My com- my computer's messed up, so.

Speaker speaker\_0: Yeah, let me check on that. Um, so Search Staffing, what's the last four of your social?

Speaker speaker\_1: 8760.

Speaker speaker\_0: And for security purposes, could you verify your home address, including city, state and zip code, Mr. Ellerman?

Speaker speaker\_1: 215 North Poplar. That's P-O-P-L-A-R Street, Bruceton, Indiana 47220.

Speaker speaker\_0: And confirm your date of birth.

Speaker speaker\_1: 09/17/63.

Speaker speaker\_0: And a good telephone number has 812-530-7220?

Speaker speaker\_1: Yes. That's the only one I got, and that's a cell phone.

Speaker speaker\_0: Okay. And the email I have is ellermendan6@gmail?

Speaker speaker\_1: Yes. That would be right.

Speaker speaker\_0: Okay, and you stated your computer's not working. Is that correct?

Speaker speaker\_1: Yeah, my computer's all messed up. It- it just got messed up today. So-

Speaker speaker\_0: Okay. Um, are you by any chance have email on your phone? Because I can email you an ID card just so you have it.

Speaker speaker\_1: No, be- No, because I have a- I have a, um... Can you- Can you, uh, send it to my daughter's phone?

Speaker speaker\_0: Yeah. What's her email?

Speaker speaker\_1: Um... Oh, my gosh. Oh, that ain't gonna work. All I know is Bengirl. That's all I know. Um, yeah.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Um-

Speaker speaker\_0: Yeah, so- so what I can do right now, I mean, I can put in a request for a physical ID card to be mailed out to you, um, but you wouldn't receive that one until within seven to ten business days.

Speaker speaker\_1: Okay. Can you go ahead and email it to my email, and then maybe I can get my daughter's, um... Maybe we can get it off my d- daughter's computer maybe?

Speaker speaker\_0: Yeah, I can go ahead and do that for you. Do you mind if I place you on a brief hold-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... while I take care of all that?

Speaker speaker\_1: Yeah, that's fine. Go ahead.

Speaker speaker\_0: Okay. Hello, Daniel. You still there?

Speaker speaker\_1: Yeah, I'm here.

Speaker speaker\_0: Awesome. Thank you so much for holding. Um, so two things. Uh, first thing, I emailed the ID card to the email we have on file. Uh, email that you should look out for is coming from info-

Speaker speaker\_1: Okay.

Speaker speaker\_0: That's I-N-F-O @benefitsandcard.com, okay?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay, and secondly, I've put in the request for- for a new physical ID card to be mailed out to you, so you should receive that in seven to ten business days as well, okay?

Speaker speaker\_1: Okay. I appreciate this.

Speaker speaker\_0: You're welcome. You have a great day, okay?

Speaker speaker\_1: You, too. Thanks. Bye-bye.

Speaker speaker\_0: Okay, you're welcome. Bye-bye.