

## **Transcript: Justin**

**Mills-6247348371931136-5818168362614784**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Uh, this is Wanda Pollard and I was calling... Uh, I work with a sale program and, uh, calling to see about getting some, um, dental and glasses and hearing, um, insurance. Okay. What's the staffing agency you work for? Uh, Tuscaloosa Sales Service Home Bound. Um, did you get that assignment through a staffing agency? Did I get what? Did you get that assignment through a staffing agency? That assignment... What do you mean? Like the job that you're working for, did you get it through a, a staffing agency, like a temp service? I haven't g- I haven't gotten it yet. I'm just asking about it. I can get insurance through where I work, but I don't have it, but I needed some, uh, uh, just insurance for the dental. Okay. I can email you a copy of a benefit guide. Um, do you have a good email I could send this to? WAPOLLARD@YAHOO.COM. Okay. And the temp service that you work for? A temp service? Um, ATC. Okay. ATC. Mm-hmm. Okay. So the email that you should be looking out for for that benefit guide will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay? Okay. Okay. Okay. Uh, is there anything I can help you with today? Yes. Uh, is there anything else I could help you out with today? Oh, no. Oh, no. That's all. No worries. You have a great day, okay? All right. Thank you. All right. B- 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 in a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Uh, this is Wanda Pollard and I was calling... Uh, I work with a sale program and, uh, calling to see about getting some, um, dental and glasses and hearing, um, insurance.

Speaker speaker\_1: Okay. What's the staffing agency you work for?

Speaker speaker\_2: Uh, Tuscaloosa Sales Service Home Bound.

Speaker speaker\_1: Um, did you get that assignment through a staffing agency?

Speaker speaker\_2: Did I get what?

Speaker speaker\_1: Did you get that assignment through a staffing agency?

Speaker speaker\_2: That assignment... What do you mean?

Speaker speaker\_1: Like the job that you're working for, did you get it through a, a staffing agency, like a temp service?

Speaker speaker\_2: I haven't g- I haven't gotten it yet. I'm just asking about it. I can get insurance through where I work, but I don't have it, but I needed some, uh, uh, just insurance for the dental.

Speaker speaker\_1: Okay. I can email you a copy of a benefit guide. Um, do you have a good email I could send this to?

Speaker speaker\_2: WAPOLLARD@YAHOO.COM.

Speaker speaker\_1: Okay. And the temp service that you work for?

Speaker speaker\_2: A temp service? Um, ATC.

Speaker speaker\_1: Okay. ATC.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Okay. So the email that you should be looking out for for that benefit guide will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay?

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Uh, is there anything I can help you with today?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Uh, is there anything else I could help you out with today?

Speaker speaker\_2: Oh, no. Oh, no. That's all.

Speaker speaker\_1: No worries. You have a great day, okay?

Speaker speaker\_2: All right. Thank you.

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