

Transcript: Justin

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Full Transcript

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Justin, how are you today? Doing pretty well, and yourself? Uh, good, good. Hey, uh, I had a question about... I wasn't too sure how about going to visit my dentist. I don't know if this card was a appropriate one. Uh, that should say, uh, dental on the ID card. Um, if not, I can possibly email a ID card to you. Could you, please? Yeah. What's that staffing agency you work for? Oxford, Oxford Global. And the last four of your social? 9068. And what was your first and last name? Jose Garcia. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Jose? Yeah. 6027 Malabar Street, Hunter Park, California 90255. Looks like I have an address in South Gate. Oh. 8461 San Gabriel in South Gate, California. Okay. Is that an old address? That's a, that's a new one. Okay. No worries. And confirm your date of birth. October 9 '72. And a good telephone number I have is 213-300-3064? Correct. And the email that I have is josejgarcia@mail.com? Correct. Okay. Well, here, do you mind if I place you on a brief hold while I email that information to you? Sure. Okay. Hello. Is this Yes. Awesome. Thank you so much for holding. I want to email you your dental ID card to the email we have on file. Email that you should look out for is 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? Excellent. Appreciate it. You're welcome. Is there anything else I can assist you with today? That's it. You've been great help. Thank you very much. You're welcome. You have a great day, okay? Likewise. Bye-bye. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Justin. How can I help you today?

Speaker speaker_1: Justin, how are you today?

Speaker speaker_0: Doing pretty well, and yourself?

Speaker speaker_1: Uh, good, good. Hey, uh, I had a question about... I wasn't too sure how about going to visit my dentist. I don't know if this card was a appropriate one.

Speaker speaker_0: Uh, that should say, uh, dental on the ID card. Um, if not, I can possibly email a ID card to you.

Speaker speaker_1: Could you, please?

Speaker speaker_0: Yeah. What's that staffing agency you work for?

Speaker speaker_1: Oxford, Oxford Global.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 9068.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Jose Garcia.

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

Speaker speaker_1: Yeah. 6027 Malabar Street, Hunter Park, California 90255.

Speaker speaker_0: Looks like I have an address in South Gate.

Speaker speaker_1: Oh. 8461 San Gabriel in South Gate, California.

Speaker speaker_0: Okay. Is that an old address?

Speaker speaker_1: That's a, that's a new one.

Speaker speaker_0: Okay. No worries. And confirm your date of birth.

Speaker speaker_1: October 9 '72.

Speaker speaker_0: And a good telephone number I have is 213-300-3064?

Speaker speaker_1: Correct.

Speaker speaker_0: And the email that I have is josejgarcia@mail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. Well, here, do you mind if I place you on a brief hold while I email that information to you?

Speaker speaker_1: Sure.

Speaker speaker_0: Okay.

Speaker speaker_1: Hello. Is this

Speaker speaker_3: Yes.

Speaker speaker_1: Awesome. Thank you so much for holding. I want to email you your dental ID card to the email we have on file. Email that you should look out for is 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_3: Excellent. Appreciate it.

Speaker speaker_1: You're welcome. Is there anything else I can assist you with today?

Speaker speaker_3: That's it. You've been great help. Thank you very much.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_3: Likewise. Bye-bye.

Speaker speaker_1: All right. Bye-bye.