

Transcript: Justin

Mills-6339561083027456-5934262064955392

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, Justin. Um, I need a c- um, benefits card, my card for my benefit. Okay. What's the staffing agency you work for? MAU. And the last four of your social? 3162... 4. And what was your first and last name? Darby Kennedy. And for security purposes, can you verify your home address, including city, state and zip code, Darby? 404 Townsend Center Drive, Apartment 132, LaGrange, Georgia, 30241. Looks like I have a different address on file. Oh, you have my last address. 57 Roswell Lee Road, Grantville, Georgia, 30220. Correct. And what's the new address, so I can go ahead and update it for you? 404 Town Center Drive. It's T-O-W-N space C-E-N-T-E-R Drive, Apartment 132, LaGrange, Georgia, 30241. 401, okay. And confirm your date of birth. 08/06/'88. And a good telephone number has 706-616-2734. Yes. That's my personal cell. And the email has aroynmom511 at gmail? Yeah. Okay. Um, well, here, do you mind if I place you in a brief hold while I search up that information? I'll email it to you. Okay. Hello, Darby. You still there? Yes. Awesome. Thank you for holding. So, I went ahead and emailed you your ID cards to the email we had on file. Any emails you'll be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com, okay? Okay. Okay. Well, was there anything else I could assist you with today? So, that's aroynmom511@gmail.com? Correct. Okay. All righty. That'll be all. Awesome. Well, you have a wonderful day, okay? All right. You, too. Thank you. 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: Hi, Justin. Um, I need a c- um, benefits card, my card for my benefit.

Speaker speaker_0: Okay. What's the staffing agency you work for?

Speaker speaker_1: MAU.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 3162... 4.

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

Speaker speaker_1: Darby Kennedy.

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

Speaker speaker_1: 404 Townsend Center Drive, Apartment 132, LaGrange, Georgia, 30241.

Speaker speaker_0: Looks like I have a different address on file.

Speaker speaker_1: Oh, you have my last address. 57 Roswell Lee Road, Grantville, Georgia, 30220.

Speaker speaker_0: Correct. And what's the new address, so I can go ahead and update it for you?

Speaker speaker_1: 404 Town Center Drive. It's T-O-W-N space C-E-N-T-E-R Drive, Apartment 132, LaGrange, Georgia, 30241.

Speaker speaker_0: 401, okay. And confirm your date of birth.

Speaker speaker_1: 08/06/'88.

Speaker speaker_0: And a good telephone number has 706-616-2734.

Speaker speaker_1: Yes. That's my personal cell.

Speaker speaker_0: And the email has aroynmom511 at gmail?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Um, well, here, do you mind if I place you in a brief hold while I search up that information? I'll email it to you.

Speaker speaker_1: Okay.

Speaker speaker_0: Hello, Darby. You still there?

Speaker speaker_1: Yes.

Speaker speaker_0: Awesome. Thank you for holding. So, I went ahead and emailed you your ID cards to the email we had on file. Any emails you'll be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com, okay?

Speaker speaker_1: Okay.

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

Speaker speaker_1: So, that's aroynmom511@gmail.com?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay. All righty. That'll be all.

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

Speaker speaker_1: All right. You, too. Thank you.

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