

Transcript: Justin

Mills-6339599225274368-6565631616303104

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yes, I'm calling for, uh, Frank Scott. I'm trying to find out, um, what he's... oh, I have to go on FMLA leave, and I'm trying to find out about paying his premium. Do I have to pay it like the week that he be off or do it like for many days before you pay it? Um, is he nearby so I can speak with him? No, I'm at work. He had gave consent for me to talk to you. ? He did actually. Okay. Well, I would a- I would actually say you're- You should hear this on the record. Well, I'm at work and, um, if I, um, call him and let him call you, when I call back, I'm gonna be able to speak to you? Okay, that should be fine. I'm, I'm saying... Who am I speaking with? My name is Justin. My apologies. Justin. Okay, so I'm asking you, if I get him to call you and when I call you back, is you... I mean, is he gonna talk to you or he gonna talk to another agent? Um, he, he can request to speak with me and I can take over the call, but I would need to speak with him regarding that information. But the last time I talked to you all, my name was down for consent for me to talk ab- talk for his- for him. But I'm finna call and have him to call you. Okay? Okay. All right. Well, you have a wonderful day, okay? All right. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Yes, I'm calling for, uh, Frank Scott. I'm trying to find out, um, what he's... oh, I have to go on FMLA leave, and I'm trying to find out about paying his premium. Do I have to pay it like the week that he be off or do it like for many days before you pay it?

Speaker speaker_1: Um, is he nearby so I can speak with him?

Speaker speaker_2: No, I'm at work. He had gave consent for me to talk to you. ?

Speaker speaker_3: He did actually.

Speaker speaker_1: Okay. Well, I would a- I would actually say you're-

Speaker speaker_2: You should hear this on the record. Well, I'm at work and, um, if I, um, call him and let him call you, when I call back, I'm gonna be able to speak to you?

Speaker speaker_1: Okay, that should be fine.

Speaker speaker_2: I'm, I'm saying... Who am I speaking with?

Speaker speaker_1: My name is Justin. My apologies.

Speaker speaker_2: Justin. Okay, so I'm asking you, if I get him to call you and when I call you back, is you... I mean, is he gonna talk to you or he gonna talk to another agent?

Speaker speaker_1: Um, he, he can request to speak with me and I can take over the call, but I would need to speak with him regarding that information.

Speaker speaker_2: But the last time I talked to you all, my name was down for consent for me to talk ab- talk for his- for him. But I'm finna call and have him to call you. Okay?

Speaker speaker_1: Okay.

Speaker speaker_2: All right.

Speaker speaker_1: Well, you have a wonderful day, okay?

Speaker speaker_2: All right. Thank you.