

## **Transcript: Justin**

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### **Full Transcript**

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Uh, hi. This is Chris Albertson. I was calling because I asked my work for an insurance card and this is the number to give you. We're needing your insurance card? Yes. Okay, I could possibly email it to you. What's the staffing agency you work for? Focus Management or Workforce Management. And the last four of your Social? 3680. And what was your first and last name? Christopher Albertson. Ma'am, for security purposes, could you verify your home address, including city, state and zip code, Christopher? Yeah. It's, uh, 20784 State Highway 86, Cassville, Missouri, 65625. And confirm your date of birth? April 10th, 1995. And a good telephone number I have is 417-846-7165? That is correct. And the email I have is albertsonchris58 at gmail? That is it. Okay. Well, here, do you mind if I place you on a brief hold while I email that information to you? Mm-mm, that's fine. Okay. Oh, fuckin' shit. Oh, fuck. Hello? Can you hear me? Hello, Christopher. You still there? Yeah. Awesome, thank you so much for holding. So, I went ahead and emailed you your ID card to the email we had on file. Email that you should be looking out for it will be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder. All right. Awesome. Well, is there anything else I can help you out with today? That's it. Okay. Well, thank you for calling Benefits in a Card. You have a good one. All right. All right, bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Uh, hi. This is Chris Albertson. I was calling because I asked my work for an insurance card and this is the number to give you.

Speaker speaker\_0: We're needing your insurance card?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, I could possibly email it to you. What's the staffing agency you work for?

Speaker speaker\_1: Focus Management or Workforce Management.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: 3680.

Speaker speaker\_0: And what was your first and last name?

Speaker speaker\_1: Christopher Albertson.

Speaker speaker\_0: Ma'am, for security purposes, could you verify your home address, including city, state and zip code, Christopher?

Speaker speaker\_1: Yeah. It's, uh, 20784 State Highway 86, Cassville, Missouri, 65625.

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

Speaker speaker\_1: April 10th, 1995.

Speaker speaker\_0: And a good telephone number I have is 417-846-7165?

Speaker speaker\_1: That is correct.

Speaker speaker\_0: And the email I have is albertsonchris58 at gmail?

Speaker speaker\_1: That is it.

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: Mm-mm, that's fine.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Oh, fuckin' shit. Oh, fuck. Hello? Can you hear me?

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

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Awesome, thank you so much for holding. So, I went ahead and emailed you your ID card to the email we had on file. Email that you should be looking out for it will be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder.

Speaker speaker\_1: All right.

Speaker speaker\_0: Awesome. Well, is there anything else I can help you out with today?

Speaker speaker\_1: That's it.

Speaker speaker\_0: Okay. Well, thank you for calling Benefits in a Card. You have a good one. All right.

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