

Transcript: Justin

Mills-6509234600722432-4809525922283520

Full Transcript

Thank you for calling BenefitsNet Card. This is Justin. How can I help you today? Hi, Justin. My name's Arsenio. I'm trying to get my, um, information. I'm at a doctor's appointment and I'm, I don't see anything on the dashboard for anything to ship to, like, my member number or anything like that. Um, yeah. Let me check on it. I could possibly email it to you. What's the staffing agency you work for? Creative Circle. And the last four of your Social? I, I'm, I'm. You go ahead. Um, 8095. And what was your first and last name? I'm sorry. Arsenio Ward. Ward. Okay. And for security purposes, can you verify your home address including city, state and zip code? Yes. Uh, 5911 San Gabriel Lane, Atlanta, Georgia 30349. And your date of birth? 7/15/1989. And a good telephone number. I have a 423-9748? That's correct. And the email I have is arsenio.ward@Gmail? Yes. Okay. Um, well, here. Do you mind if I place you in a brief hold while I email you your information? Sure. Okay. Hello, Mr. Ward. Are you still there? Yes, I'm here. Awesome. Thank you so much for holding. So, I went ahead and emailed you all of your ID cards to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsnetcard.com. However, if you don't see them in your inbox- Okay. ... be sure to check your spam or check your junk folder. Okay? All right. I'll see them. Awesome. Well, is there anything else I can assist you with today? Uh, that's all. Awesome. Well, you have a wonderful day, okay? You too. Thank you. You as well. Thank you. Bye-bye. Thank you.

Conversation Format

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

Speaker speaker_1: Hi, Justin. My name's Arsenio. I'm trying to get my, um, information. I'm at a doctor's appointment and I'm, I don't see anything on the dashboard for anything to ship to, like, my member number or anything like that.

Speaker speaker_0: Um, yeah. Let me check on it. I could possibly email it to you. What's the staffing agency you work for?

Speaker speaker_1: Creative Circle.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: I, I'm, I'm. You go ahead. Um, 8095.

Speaker speaker_0: And what was your first and last name? I'm sorry.

Speaker speaker_1: Arsenio Ward.

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

Speaker speaker_1: Yes. Uh, 5911 San Gabriel Lane, Atlanta, Georgia 30349.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 7/15/1989.

Speaker speaker_0: And a good telephone number. I have a 423-9748?

Speaker speaker_1: That's correct.

Speaker speaker_0: And the email I have is arsenio.ward@Gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, well, here. Do you mind if I place you in a brief hold while I email you your information?

Speaker speaker_1: Sure.

Speaker speaker_0: Okay. Hello, Mr. Ward. Are you still there?

Speaker speaker_1: Yes, I'm here.

Speaker speaker_0: Awesome. Thank you so much for holding. So, I went ahead and emailed you all of your ID cards to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsnetcard.com. However, if you don't see them in your inbox-

Speaker speaker_1: Okay.

Speaker speaker_0: ... be sure to check your spam or check your junk folder. Okay?

Speaker speaker_1: All right. I'll see them.

Speaker speaker_0: Awesome. Well, is there anything else I can assist you with today?

Speaker speaker_1: Uh, that's all.

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

Speaker speaker_2: You too.

Speaker speaker_1: Thank you. You as well.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_2: Thank you.