

Transcript: Justin

Mills-6594507207786496-6230021519097856

Full Transcript

Well, thank you for calling BenefitsNet Card. This is Justin. How can I help you today? Yes, this is Connie Oates. I was calling to see if y'all can email me, uh, um, a copy of my, um, insurance card. Yeah, let me check on that. I have not been able to afford the thing. They said it was gonna send it last week, but I never did receive it. Yeah, let me check on that. Um, what's the staffing agency you work for? Um, TRC. And the last four of your social? Five, one, two, one. A few minutes. And for security purposes, could you verify your home address, including city, state and zip code, Connie? 814 Crystal Springs Drive, Tillian, South Carolina, two, nine, zero, zero, six... I mean, two, nine, one, two, three. And confirm your date of birth for me. 06/14/78. And a good telephone number I have is 803-307-7986? Yes, sir. And the email I have is connie.oates0310@gmail? Yes, sir. Okay. Um, well, here, do you mind if I place you on a brief hold while I email you the information? Yes. Yes, sir, that'd be fine. Okay. Hello, Connie. You still there? Yes, sir. I am. 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. Um, 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 it in your inbox, be sure to check your spam or check your junk folder. Okay? All righty. Awesome. Well, is there anything else I can assist you with today? No, sir. That'll be all. Awesome. Well, you have a wonderful weekend, okay? All right. You do the same. Thank you. You're welcome. Bye-bye.

Conversation Format

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

Speaker speaker_1: Yes, this is Connie Oates. I was calling to see if y'all can email me, uh, um, a copy of my, um, insurance card.

Speaker speaker_0: Yeah, let me check on that.

Speaker speaker_1: I have not

Speaker speaker_2: been able to afford the thing. They said it was gonna send it last week, but I never did receive it.

Speaker speaker_0: Yeah, let me check on that. Um, what's the staffing agency you work for?

Speaker speaker_1: Um, TRC.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: Five, one, two, one.

Speaker speaker_2: A few minutes.

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

Speaker speaker_1: 814 Crystal Springs Drive, Tillian, South Carolina, two, nine, zero, zero, six... I mean, two, nine, one, two, three.

Speaker speaker_0: And confirm your date of birth for me.

Speaker speaker_1: 06/14/78.

Speaker speaker_0: And a good telephone number I have is 803-307-7986?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email I have is connie.oates0310@gmail?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. Um, well, here, do you mind if I place you on a brief hold while I email you the information?

Speaker speaker_1: Yes. Yes, sir, that'd be fine.

Speaker speaker_0: Okay. Hello, Connie. You still there?

Speaker speaker_1: Yes, sir. I am.

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. Um, 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 it in your inbox, be sure to check your spam or check your junk folder. Okay?

Speaker speaker_1: All righty.

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

Speaker speaker_1: No, sir. That'll be all.

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

Speaker speaker_1: All right. You do the same. Thank you.

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