

## **Transcript: Justin**

**Mills-6647379157630976-6265793325088768**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Card. This is Justin. How can I help you today? Uh, yeah, I, uh, put in my benefits, uh, several weeks ago, but I received a text message, I don't know, last week saying I had until January 3rd. So, I just didn't know if they actually went in or something. Um, let me check on that. What's the staffing agency you work for? Oh, I don't work for a staffing agency. I work for Monoprice. Oh, is it... Is this for a staffing agency? Maybe that's why 'cause I don't work- Correct. ... for a staffing ag-... I got hired on, so... Okay. Well- Okay. Then that, that's probably what it was is they thought... I guess I got it because I didn't, uh, put them in for the staffing agency 'cause I got hired on where I'm at. Okay. Correct. I would reach out to the place that you got hired at. Okay. Well, it's, it's just... I think... I was with Crown Services. Mm-hmm. So that's... It's probably Crown that sent the message. Correct. Okay. Thank you. You're welcome. You have a great day. You too. Bye-bye. Bye-bye.

### **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 Card. This is Justin. How can I help you today?

Speaker speaker\_2: Uh, yeah, I, uh, put in my benefits, uh, several weeks ago, but I received a text message, I don't know, last week saying I had until January 3rd. So, I just didn't know if they actually went in or something.

Speaker speaker\_1: Um, let me check on that. What's the staffing agency you work for?

Speaker speaker\_2: Oh, I don't work for a staffing agency. I work for Monoprice. Oh, is it... Is this for a staffing agency? Maybe that's why 'cause I don't work-

Speaker speaker\_1: Correct.

Speaker speaker\_2: ... for a staffing ag-... I got hired on, so...

Speaker speaker\_1: Okay. Well-

Speaker speaker\_2: Okay. Then that, that's probably what it was is they thought... I guess I got it because I didn't, uh, put them in for the staffing agency 'cause I got hired on where I'm at. Okay.

Speaker speaker\_1: Correct. I would reach out to the place that you got hired at.

Speaker speaker\_2: Okay. Well, it's, it's just... I think... I was with Crown Services.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: So that's... It's probably Crown that sent the message.

Speaker speaker\_1: Correct.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: You're welcome. You have a great day.

Speaker speaker\_2: You too. Bye-bye.

Speaker speaker\_1: Bye-bye.