

## Transcript: Estefania

**Acevedo-4507778207105024-5149073380392960**

### Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hey, how you doing? I'm only calling 'cause I had got a text message from, from WSI and it was telling me about, uh, a life insurance policy that I have, where I was able to purchase a benefit. I had no beneficiary and I just was trying to get more information on this. Okay. What staffing agency do you work for? Uh, \*\*\*\*\* the one in Sturgis. I'm sorry, which one? This one in Sturgis, North Square. So we do administrate the healthcare benefits of different staffing agencies around the nation. Um, so I wouldn't be able to know which staffing agency by that information. I do need the name. Oh, W, WSI, um... Do you remember the name? Hold on. I'm gonna look it up right now. I think it's Workforce, Workforce, um... Workforce... Hold on. This not even... Hold on. 'Cause we do have two staffing agencies with, um, with WSI, so I do need the correct name, the name. 'Cause we don't wanna give you the wrong one. Why is not popping up, man? Yeah, it's not popping up and it just don't make no sense. Yeah, I don't know what you mean by like a exact name. Like, you want an address? Yes, because... No, like the name of the staffing agency 'cause we administrate different agencies around the nation. And some of them do go by the same, like, um, I guess initials. So I do need the right name, 'cause it's different agencies around the nation. I- I'm not sure. I done further... I would ask them just so that y- you're sure that you're giving us the correct information. 'Cause if you give me information and then I don't find you and it's actually a different name, it's gonna mess everything up. Then it's a whole different... Well, they closed right now and I'm on Google looking at their store. And the only name they have on the front of the store is WSI. I'm not, I'm not, I'm not sure like what, what else, what other information can I get, right? I need, I need the name of the staffing agency. That's not the name. There's two staffing agencies with that initial, WSI. I need the name of the actual agency. That's not the name, WSI, that's not- That is called WSI Recruitment and Staffing. Staffing and Recruitment, I think. No, I, I need the name of the staffing agency. That's the name of it. That's what I'm trying to explain to you. Like, I... No, that's WSI. And I'm trying to explain to you that there's two different agencies that are under those initials, WSI. Two different ones. I need the right one. That's why I'm asking you for the name of the staffing agency. You're just saying WSI. I get that it's WSI, but what's the name? Yeah, okay. Look, when I got... Hold on. Okay. I need the name, not the initials. Okay. There's two staffing, two different agencies with WSI. So what's the name? There has been people that have called for that same reason, but we always need the actual name. So how I'm not able to find... Why are you not able to find it? Because we administrate the agencies of this... We administrate the healthcare benefits of different staffing agencies around the nation. So the address isn't gonna work whatsoever. I need the actual name. And two of those agencies have WSI. Two different staffing agencies. That's why I need the name. So how am I supposed to get the name of it if they don't even have it on the store? I'm not

sure, sir. We don't actually work in the staffing agency. When I get... When I, when I get my, wh- when I got my, when I got my deposit for, for my job, it said Workforce, Workforce Staff Agency. Okay. Didn't say nothing else. Workforce? Yeah, that's why I asked you. That's the Workforce. Ugh, give me one second. Ma'am, I been said that when we was on the call. I been said that. Okay, give me one second. Okay, so we don't have one with the name Focused Workforce, but we have Workforce Strategies. Is it that one? Hello? Uh, okay. On the... on my pay- my payroll- Uh, we have- I- ... we have WorkSmart and we have Workforce Strategies. So it's one of those two. Well, m- well- Okay? ... this deposit- this deposit on my account say Workforce with a ST and then there's numbers at the end, so- Okay. ... my best guess would be Workforce Strategies. Okay, 'cause like I said, we have Workforce Smart and Workforce Strategies. Um, let me try that one. Yeah, 'cause I'm looking at it. It say, on your statement it has Workforce ST and then last five sum payroll and it give me numbers and stuff. So I'm guessing it has to be Strats. And then what are the last four of your social? You know what? I'm gonna call you tomorrow and when I call, let me get the right name 'cause this is too confusing. Okay, that's fine. Let me... All right, man. Bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hey, how you doing? I'm only calling 'cause I had got a text message from, from WSI and it was telling me about, uh, a life insurance policy that I have, where I was able to purchase a benefit. I had no beneficiary and I just was trying to get more information on this.

Speaker speaker\_0: Okay. What staffing agency do you work for?

Speaker speaker\_1: Uh, \*\*\*\*\* the one in Sturgis.

Speaker speaker\_0: I'm sorry, which one?

Speaker speaker\_1: This one in Sturgis, North Square.

Speaker speaker\_0: So we do administrate the healthcare benefits of different staffing agencies around the nation. Um, so I wouldn't be able to know which staffing agency by that information. I do need the name.

Speaker speaker\_1: Oh, W, WSI, um...

Speaker speaker\_0: Do you remember the name?

Speaker speaker\_1: Hold on. I'm gonna look it up right now. I think it's Workforce, Workforce, um...

Speaker speaker\_0: Workforce...

Speaker speaker\_1: Hold on. This not even... Hold on.

Speaker speaker\_0: 'Cause we do have two staffing agencies with, um, with WSI, so I do need the correct name, the name. 'Cause we don't wanna give you the wrong one.

Speaker speaker\_1: Why is not popping up, man? Yeah, it's not popping up and it just don't make no sense. Yeah, I don't know what you mean by like a exact name. Like, you want an address?

Speaker speaker\_0: Yes, because... No, like the name of the staffing agency 'cause we administrate different agencies around the nation. And some of them do go by the same, like, um, I guess initials. So I do need the right name, 'cause it's different agencies around the nation.

Speaker speaker\_1: I- I'm not sure. I done further...

Speaker speaker\_0: I would ask them just so that y- you're sure that you're giving us the correct information. 'Cause if you give me information and then I don't find you and it's actually a different name, it's gonna mess everything up. Then it's a whole different...

Speaker speaker\_1: Well, they closed right now and I'm on Google looking at their store. And the only name they have on the front of the store is WSI. I'm not, I'm not, I'm not sure like what, what else, what other information can I get, right?

Speaker speaker\_0: I need, I need the name of the staffing agency. That's not the name. There's two staffing agencies with that initial, WSI. I need the name of the actual agency. That's not the name, WSI, that's not-

Speaker speaker\_1: That is called WSI Recruitment and Staffing. Staffing and Recruitment, I think.

Speaker speaker\_0: No, I, I need the name of the staffing agency.

Speaker speaker\_1: That's the name of it. That's what I'm trying to explain to you. Like, I...

Speaker speaker\_0: No, that's WSI. And I'm trying to explain to you that there's two different agencies that are under those initials, WSI. Two different ones. I need the right one. That's why I'm asking you for the name of the staffing agency. You're just saying WSI. I get that it's WSI, but what's the name?

Speaker speaker\_1: Yeah, okay. Look, when I got... Hold on. Okay.

Speaker speaker\_0: I need the name, not the initials.

Speaker speaker\_1: Okay.

Speaker speaker\_0: There's two staffing, two different agencies with WSI. So what's the name? There has been people that have called for that same reason, but we always need the actual name.

Speaker speaker\_1: So how I'm not able to find... Why are you not able to find it?

Speaker speaker\_0: Because we administrate the agencies of this... We administrate the healthcare benefits of different staffing agencies around the nation. So the address isn't

gonna work whatsoever. I need the actual name. And two of those agencies have WSI. Two different staffing agencies. That's why I need the name.

Speaker speaker\_1: So how am I supposed to get the name of it if they don't even have it on the store?

Speaker speaker\_0: I'm not sure, sir. We don't actually work in the staffing agency.

Speaker speaker\_1: When I get... When I, when I get my, wh- when I got my, when I got my deposit for, for my job, it said Workforce, Workforce Staff Agency.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Didn't say nothing else.

Speaker speaker\_0: Workforce? Yeah, that's why I asked you. That's the Workforce. Ugh, give me one second.

Speaker speaker\_1: Ma'am, I been said that when we was on the call. I been said that.

Speaker speaker\_0: Okay, give me one second. Okay, so we don't have one with the name Focused Workforce, but we have Workforce Strategies. Is it that one? Hello?

Speaker speaker\_1: Uh, okay. On the... on my pay- my payroll-

Speaker speaker\_0: Uh, we have-

Speaker speaker\_1: I-

Speaker speaker\_0: ... we have WorkSmart and we have Workforce Strategies. So it's one of those two.

Speaker speaker\_1: Well, m- well-

Speaker speaker\_0: Okay?

Speaker speaker\_1: ... this deposit- this deposit on my account say Workforce with a ST and then there's numbers at the end, so-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... my best guess would be Workforce Strategies.

Speaker speaker\_0: Okay, 'cause like I said, we have Workforce Smart and Workforce Strategies. Um, let me try that one.

Speaker speaker\_1: Yeah, 'cause I'm looking at it. It say, on your statement it has Workforce ST and then last five sum payroll and it give me numbers and stuff. So I'm guessing it has to be Strats.

Speaker speaker\_0: And then what are the last four of your social?

Speaker speaker\_1: You know what? I'm gonna call you tomorrow and when I call, let me get the right name 'cause this is too confusing.

Speaker speaker\_0: Okay, that's fine.

Speaker speaker\_1: Let me... All right, man. Bye.