

Transcript: Estefania

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Full Transcript

Hey. Hello? This is the Office of Insurance Planning, Benefits and Advocacy. My name is Stephanie. How can I assist you? I need to get my insurance card. I have insurance with you guys. Okay, yeah. What staffing agency are you working with? WSI. Um, so we have two staffing agencies under those, um, initials. Is it... We're Super. Is it, um, Workforce Strategies or is it WorkSmart Inc.? So is it- Workforce Strategies. Workforce Strategies, okay, thank you. And then, um, what is the last four of your social? Um, one moment. I have to look. Um, that is going to be 1354. First and last name, please? LeAnn Bursley. For security purposes, can you verify your address and date of birth? 82 Rambley Glade, Apartment 24A. Uh, I'm pretty sure. And then, um, my address and what? And date of birth." My date of birth, 12-15-2004. Okay. Um, did you say 82 Rabble, R-A-B-B-L-E? Rambley. Okay, let me update your address 'cause I don't have a address on file for some reason. Um, give me one second. Give me that address again. 82... Hello? 82 Rambling... Mm-hmm. Yes, 82 Ram- Um, I, I don't... 48 Green Street works. No, it doesn't work. It doesn't work. Oh, no. Oh, it has to be, it has to be the right address because whatever address is on file- Oh, wait, I have, wait, my ID, my ID, duh. Like, I don't know. Nope, that's not my address. Oh, yet there it is. Okay. Yeah, it's 82 Rambling, R-A-M-B-L-I-N-G Lane. Mm-hmm. Apartment 24A. And then the city and state? Battle Creek, Michigan. And then what is the ZIP code? 49015. Okay, thank you. And then is this a good contact number? 269- Yeah, this is our phone number. 248-48. Okay. And do you have a email that you wanna put on file? Uh, yeah. LeAnn, my first and last name. Mm-hmm. And then 759@gmail.com. And then were you actually trying to enroll? Because I don't see that you have enrolled into any of the plans yet. Um, you are within your company open enrollment, so you are eligible to enroll into the benefits if your last day to enroll- So you guys... Hold on, hold on. You guys have not been charging me? Correct. Okay, thank you. Have a good day.

Conversation Format

Speaker speaker_0: Hey.

Speaker speaker_1: Hello?

Speaker speaker_0: This is the Office of Insurance Planning, Benefits and Advocacy. My name is Stephanie. How can I assist you?

Speaker speaker_1: I need to get my insurance card. I have insurance with you guys.

Speaker speaker_0: Okay, yeah. What staffing agency are you working with?

Speaker speaker_1: WSI.

Speaker speaker_0: Um, so we have two staffing agencies under those, um, initials. Is it...

Speaker speaker_1: We're Super.

Speaker speaker_0: Is it, um, Workforce Strategies or is it WorkSmart Inc.? So is it-

Speaker speaker_1: Workforce Strategies.

Speaker speaker_0: Workforce Strategies, okay, thank you. And then, um, what is the last four of your social?

Speaker speaker_1: Um, one moment. I have to look. Um, that is going to be 1354.

Speaker speaker_0: First and last name, please?

Speaker speaker_1: LeAnn Bursley.

Speaker speaker_0: For security purposes, can you verify your address and date of birth?

Speaker speaker_1: 82 Rambley Glade, Apartment 24A. Uh, I'm pretty sure. And then, um, my address and what?

Speaker speaker_0: And date of birth."

Speaker speaker_1: My date of birth, 12-15-2004.

Speaker speaker_0: Okay. Um, did you say 82 Rabble, R-A-B-B-L-E?

Speaker speaker_1: Rambley.

Speaker speaker_0: Okay, let me update your address 'cause I don't have a address on file for some reason. Um, give me one second. Give me that address again.

Speaker speaker_1: 82...

Speaker speaker_0: Hello?

Speaker speaker_1: 82 Rambling...

Speaker speaker_0: Mm-hmm. Yes, 82 Ram-

Speaker speaker_1: Um, I, I don't... 48 Green Street works. No, it doesn't work. It doesn't work. Oh, no.

Speaker speaker_0: Oh, it has to be, it has to be the right address because whatever address is on file-

Speaker speaker_1: Oh, wait, I have, wait, my ID, my ID, duh. Like, I don't know. Nope, that's not my address. Oh, yet there it is. Okay. Yeah, it's 82 Rambling, R-A-M-B-L-I-N-G Lane.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Apartment 24A.

Speaker speaker_0: And then the city and state?

Speaker speaker_1: Battle Creek, Michigan.

Speaker speaker_0: And then what is the ZIP code?

Speaker speaker_1: 49015.

Speaker speaker_0: Okay, thank you. And then is this a good contact number? 269-

Speaker speaker_2: Yeah, this is our phone number.

Speaker speaker_0: 248-48. Okay. And do you have a email that you wanna put on file?

Speaker speaker_1: Uh, yeah. LeAnn, my first and last name.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And then 759@gmail.com.

Speaker speaker_0: And then were you actually trying to enroll? Because I don't see that you have enrolled into any of the plans yet. Um, you are within your company open enrollment, so you are eligible to enroll into the benefits if your last day to enroll-

Speaker speaker_1: So you guys... Hold on, hold on. You guys have not been charging me?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay, thank you. Have a good day.