

## **Transcript: Franchesca**

**Baez-5377483874942976-4706787016491008**

### **Full Transcript**

Thank you for- Hello? Yes. Hello, sir. Yes, I can't hear ya. Just speak up. I can- Okay. I can hear you, sir. Can you lower your voice, please? Okay. Uh, I'm calling because they told me to call back after I found out that they're deducting for my benefits in the card. They're taking it outta my check, so... I need you guys to mail m- mail me my card now. Sure thing, sir. I do wanna clarify, you do not have benefits in a card. That's the name of the company itself that you called. You have benefits with your staffing company. Which staffing company are you with? Excuse me, I, um... I- Yes, sir. There is no such thing as service with benefits in a card. That's the name of the company itself. You simply have insurance with your staffing company. Well, they told me to call this number back. Yes, sir. In order for me to find the account to be able to see whether or not your benefit card was sent, I will need to locate your account. Which staffing company are you with? Yep. I'll wait. No sir, I'm asking you what is the name of the staffing company that you're currently working with? Uh, WSI. It's a temp service. Workforce Strategies, and what is the last four of your social? Three, eight... Three, eight, oh... Eight, four. 3325. Please verify your mailing address and your date of birth. My birthday is 12/11/1962. 740 Cote, C-O-A-T-E. Apartment 2. Grand Rapids, Michigan. 49503. We have the best phone number to reach you as 616-954-5370. Yes. Correct. And I have your email down as charliebuckhaman4@gmail.com. Yeah. All right, bear with me one moment. So currently, I do not have access to the digital copy of your benefit card; it has not been provided to us. I will have to request the front office to ask for it, which will take 24 to 48 business hours. Okay. All right. As soon as I get back with me with that information, I'll go ahead and give you a call, and I'll make sure to submit the request for them to send a physical copy via mail to your home. Okay, just mail it to my house when you get the information. Understood. Did you want me to also send you a digital copy to the email if possible? No, just I need the card mailed to my address. Yes, sir. I understand. I'm asking if you would like me to additionally send you a digital copy to your email while you wait for the hard copy to get to your home. It could take up to three to four weeks to get there. Yeah, charliebuckhaman4@gmail.com. All right, I'll go ahead and send that to your email. Was there anything else I can assist you with today? No. Thank you very much. It was a pleasure. Have a wonderful rest of your weekend. How long before I get the card in the mail? I'm sorry? How long before I get my card in the mail? Like, a week? So it could take up to three to four weeks. We don't have an exact timeframe 'cause the carrier's the one that sends it out. We only put in the request. All right. Thank you. My pleasure. Ha- have a great day. Yep.

### **Conversation Format**

Speaker speaker\_0: Thank you for-

Speaker speaker\_1: Hello?

Speaker speaker\_0: Yes. Hello, sir.

Speaker speaker\_1: Yes, I can't hear ya. Just speak up.

Speaker speaker\_0: I can-

Speaker speaker\_1: Okay.

Speaker speaker\_0: I can hear you, sir. Can you lower your voice, please?

Speaker speaker\_1: Okay. Uh, I'm calling because they told me to call back after I found out that they're deducting for my benefits in the card. They're taking it outta my check, so... I need you guys to mail m- mail me my card now.

Speaker speaker\_0: Sure thing, sir. I do wanna clarify, you do not have benefits in a card. That's the name of the company itself that you called. You have benefits with your staffing company. Which staffing company are you with?

Speaker speaker\_1: Excuse me, I, um... I-

Speaker speaker\_0: Yes, sir. There is no such thing as service with benefits in a card. That's the name of the company itself. You simply have insurance with your staffing company.

Speaker speaker\_1: Well, they told me to call this number back.

Speaker speaker\_0: Yes, sir. In order for me to find the account to be able to see whether or not your benefit card was sent, I will need to locate your account. Which staffing company are you with?

Speaker speaker\_1: Yep. I'll wait.

Speaker speaker\_0: No sir, I'm asking you what is the name of the staffing company that you're currently working with?

Speaker speaker\_1: Uh, WSI. It's a temp service.

Speaker speaker\_0: Workforce Strategies, and what is the last four of your social?

Speaker speaker\_1: Three, eight... Three, eight, oh... Eight, four. 3325.

Speaker speaker\_0: Please verify your mailing address and your date of birth.

Speaker speaker\_1: My birthday is 12/11/1962. 740 Cote, C-O-A-T-E. Apartment 2. Grand Rapids, Michigan. 49503.

Speaker speaker\_0: We have the best phone number to reach you as 616-954-5370.

Speaker speaker\_1: Yes. Correct.

Speaker speaker\_0: And I have your email down as charliebuckhaman4@gmail.com.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: All right, bear with me one moment. So currently, I do not have access to the digital copy of your benefit card; it has not been provided to us. I will have to request the front office to ask for it, which will take 24 to 48 business hours.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. As soon as I get back with me with that information, I'll go ahead and give you a call, and I'll make sure to submit the request for them to send a physical copy via mail to your home.

Speaker speaker\_1: Okay, just mail it to my house when you get the information.

Speaker speaker\_0: Understood. Did you want me to also send you a digital copy to the email if possible?

Speaker speaker\_1: No, just I need the card mailed to my address.

Speaker speaker\_0: Yes, sir. I understand. I'm asking if you would like me to additionally send you a digital copy to your email while you wait for the hard copy to get to your home. It could take up to three to four weeks to get there.

Speaker speaker\_1: Yeah, charliebuckhaman4@gmail.com.

Speaker speaker\_0: All right, I'll go ahead and send that to your email. Was there anything else I can assist you with today?

Speaker speaker\_1: No. Thank you very much.

Speaker speaker\_0: It was a pleasure. Have a wonderful rest of your weekend.

Speaker speaker\_1: How long before I get the card in the mail?

Speaker speaker\_0: I'm sorry?

Speaker speaker\_1: How long before I get my card in the mail? Like, a week?

Speaker speaker\_0: So it could take up to three to four weeks. We don't have an exact timeframe 'cause the carrier's the one that sends it out. We only put in the request.

Speaker speaker\_1: All right. Thank you.

Speaker speaker\_0: My pleasure. Ha- have a great day.

Speaker speaker\_1: Yep.