

Transcript: Justin

Mills-5079938969812992-6535921088774144

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Oh, hi. Yes, my name is Kanijah. I am doing enrollment, um, coverage for a job, and I'm trying to do dental and stuff with you. That's it. Um, I'm sorry. Uh, you kept breaking in and out there. What were you trying to do? I'm sorry. Um... Dental and eye vision. Hello, are you still there? Uh, yes. Okay, and what were you trying to do again? I'm sorry. Oh, um, I'm trying to get, uh, get my dental and, um, my dental and vision for a job. And it says enrollment is now allowed, or how to call you guys. Okay. Um, yeah, let me check on that. What's that staffing agency you work for? Um, WSI. Um, so WorkSmart or Workforce Strategies? WorkStrate- You said, sorry, I'm sorry, can you repeat that? So WSI WorkSmart or is it Works- WorkSource Strategies, Workforce Strategies? Oh, no, WSI. Okay, so, uh, WorkSmart? Yeah. Okay. And the last four of your Social? Uh, 5039. And what was your first and last name again? Oh, Kanijah, K-A-N-I-J-A-H. Stokes, S-T-O-K-E-S. Oops, okay. Let's see here. And for security purposes, could you verify your home address, including city, state and zip code, Kanijah? Of course. It is 1718 Lake Boulevard, um, Kalamazoo, Michigan 49001. And confirm your date of birth. Um, January 5th, 2003. And a good telephone number has 269-238-2564. Yes, that is correct. And the email have stokeskanijah@gmail.com? Yes. Okay, so let's see here. So you're wanting to be enrolled in the dental and vision. Is that correct? Yes. Okay. Let's see here. For employee only, right? Yes. Okay. Anything else, or just those two? Um, just those two. Okay, so doing dental and vision for employee only would make your total deduction \$7.82 per week, the authorized Workforce Strategies to make that deduction for you. Yeah, that'll be fine. Okay. So I'm gonna save that. So I do want to let you know that this pending enrollment- Okay. ... will take one to two weeks to go through. Okay. Then you'll have witnessed your first payroll deduction of the \$7.82 come off your paycheck. Coverage begins the Monday we receive that deduction from Workforce Strategies. Oh. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. But other than that, is there anything else I could assist you with today? No, that'll be all. Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day, okay? You too. All right, bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Oh, hi. Yes, my name is Kanijah. I am doing enrollment, um, coverage for a job, and I'm trying to do dental and stuff with you. That's it.

Speaker speaker_0: Um, I'm sorry. Uh, you kept breaking in and out there. What were you trying to do? I'm sorry.

Speaker speaker_1: Um... Dental and eye vision.

Speaker speaker_0: Hello, are you still there?

Speaker speaker_1: Uh, yes.

Speaker speaker_0: Okay, and what were you trying to do again? I'm sorry.

Speaker speaker_1: Oh, um, I'm trying to get, uh, get my dental and, um, my dental and vision for a job. And it says enrollment is now allowed, or how to call you guys.

Speaker speaker_0: Okay. Um, yeah, let me check on that. What's that staffing agency you work for?

Speaker speaker_1: Um, WSI.

Speaker speaker_0: Um, so WorkSmart or Workforce Strategies?

Speaker speaker_2: WorkStrate-

Speaker speaker_1: You said, sorry, I'm sorry, can you repeat that?

Speaker speaker_0: So WSI WorkSmart or is it Works- WorkSource Strategies, Workforce Strategies?

Speaker speaker_1: Oh, no, WSI.

Speaker speaker_0: Okay, so, uh, WorkSmart?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. And the last four of your Social?

Speaker speaker_1: Uh, 5039.

Speaker speaker_0: And what was your first and last name again?

Speaker speaker_1: Oh, Kanijah, K-A-N-I-J-A-H. Stokes, S-T-O-K-E-S.

Speaker speaker_0: Oops, okay. Let's see here. And for security purposes, could you verify your home address, including city, state and zip code, Kanijah?

Speaker speaker_1: Of course. It is 1718 Lake Boulevard, um, Kalamazoo, Michigan 49001.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: Um, January 5th, 2003.

Speaker speaker_0: And a good telephone number has 269-238-2564.

Speaker speaker_1: Yes, that is correct.

Speaker speaker_0: And the email have stokeskanijah@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so let's see here. So you're wanting to be enrolled in the dental and vision. Is that correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Let's see here. For employee only, right?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Anything else, or just those two?

Speaker speaker_1: Um, just those two.

Speaker speaker_0: Okay, so doing dental and vision for employee only would make your total deduction \$7.82 per week, the authorized Workforce Strategies to make that deduction for you.

Speaker speaker_1: Yeah, that'll be fine.

Speaker speaker_0: Okay. So I'm gonna save that. So I do want to let you know that this pending enrollment-

Speaker speaker_1: Okay.

Speaker speaker_0: ... will take one to two weeks to go through.

Speaker speaker_1: Okay.

Speaker speaker_0: Then you'll have witnessed your first payroll deduction of the \$7.82 come off your paycheck. Coverage begins the Monday we receive that deduction from Workforce Strategies.

Speaker speaker_1: Oh.

Speaker speaker_0: Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. But other than that, is there anything else I could assist you with today?

Speaker speaker_1: No, that'll be all.

Speaker speaker_0: Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day, okay?

Speaker speaker_1: You too.

Speaker speaker_0: All right, bye-bye.

Speaker speaker_1: Bye.