

Transcript: Justin

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Full Transcript

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hi, Justin. Um, this is Josh. So I tried doing open enrollment through WSI, and it kept wanting me to add a beneficiary. Well, every time I keep trying to add it, it keeps giving me an error. Okay. Um, so WSI, what's the last four of your social? Uh, 7973. Uh, so Workforce Strategies? Yes. Okay. And your last name, Joshua? Yonkers. Yonkers, okay. And for security purposes, can you verify your home address, including city, state and zip code? Uh, 300 North Sage Street, Apartment 301 North... Or no. 300 North Sage Street, Apartment 301, Kalamazoo, Michigan 49006. And your date of birth? 05/22/01. And a good telephone number has 269-808-4279? Yep. And the email has yonkersjoshua@gmail? Yep. Okay. And who do you want to put down as your beneficiary? Uh, Haley Yonkers. Okay, Yonkers. And is that your spouse? Yes. Okay. So I went ahead and added Haley down as the beneficiary for you. But is there anything else I can assist you with today, Joshua? Nope. Awesome. And then do you know when the cards are supposed to be sent out? Uh, let's see here. So I do know hu- uh, pending enrollments do take one to two weeks to go through. And then whenever you witness your first deduction of \$77.69 come off your paycheck, coverage usually begins that following Monday, then physical ID cards will be received within seven to ten business days. So once you become active seven to ten business days from that date. Okay. Is there anything else I can assist you with today? Nope. Awesome. Well, you have a wonderful day, okay? Yeah. You too. All right. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Hi, Justin. Um, this is Josh. So I tried doing open enrollment through WSI, and it kept wanting me to add a beneficiary. Well, every time I keep trying to add it, it keeps giving me an error.

Speaker speaker_0: Okay. Um, so WSI, what's the last four of your social?

Speaker speaker_1: Uh, 7973.

Speaker speaker_0: Uh, so Workforce Strategies?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And your last name, Joshua?

Speaker speaker_1: Yonkers.

Speaker speaker_0: Yonkers, okay. And for security purposes, can you verify your home address, including city, state and zip code?

Speaker speaker_1: Uh, 300 North Sage Street, Apartment 301 North... Or no. 300 North Sage Street, Apartment 301, Kalamazoo, Michigan 49006.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 05/22/01.

Speaker speaker_0: And a good telephone number has 269-808-4279?

Speaker speaker_1: Yep.

Speaker speaker_0: And the email has yonkersjoshua@gmail?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. And who do you want to put down as your beneficiary?

Speaker speaker_1: Uh, Haley Yonkers.

Speaker speaker_0: Okay, Yonkers. And is that your spouse?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So I went ahead and added Haley down as the beneficiary for you. But is there anything else I can assist you with today, Joshua?

Speaker speaker_1: Nope.

Speaker speaker_0: Awesome.

Speaker speaker_1: And then do you know when the cards are supposed to be sent out?

Speaker speaker_0: Uh, let's see here. So I do know hu- uh, pending enrollments do take one to two weeks to go through. And then whenever you witness your first deduction of \$77.69 come off your paycheck, coverage usually begins that following Monday, then physical ID cards will be received within seven to ten business days. So once you become active seven to ten business days from that date.

Speaker speaker_1: Okay.

Speaker speaker_0: Is there anything else I can assist you with today?

Speaker speaker_1: Nope.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: Yeah. You too.

Speaker speaker_0: All right. Bye-bye.

Speaker speaker_1: Bye.