

Transcript: Justin

Mills-6667425206288384-4711607292444672

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Um, hi, Josh. My name is Catina Robinson, and I was just calling to opt out, uh, out, out of the program 'cause I just applied for Medicaid 'cause they, they cover more. Okay. What's the staffing agency you work for? WSI. You said WSI, so WorkSmart? Mm-hmm. Yep. And the last four of your social? Five, five, nine, six. Okay. And you said you recently just started with WorkSmart? WorkFirst Strategies, WSI, yes. I'm sorry. What was the name of the staffing agency? Uh, WSI, WorkFirst, WorkForce Strategy. WorkForce Strategy? Yeah, I think that's what WSI stands for. Um, we have WSI in our system as WorkSmart. Oh, okay. Well, that's what it is then, WorkSmart. Okay. So in order for me to create a file in our system to opt you out of WorkSmart's benefits, I need your full social. 378-78-5596. You had asked for the last four, so I just gave you the last four. Okay. And what was your first and last name again? Catina, C-A-T-I-N-A. Robinson, R-O-B-I-N-S-on. And your home address, including city, state and zip code. 239 Broadway Boulevard, Battle Creek, Michigan, 49037. And your date of birth? March 1st, 1974. And a good telephone number I have is 269-744-9207. Yep, that's correct. And do you have a good email? catina, C-A-T-I-N-A, r411974 at gmail. Okay, so I'll go ahead and opt you out. Is there anything else I could assist you with today, Catina? Oh, no, that'll be it. Awesome. Well, you have a wonderful weekend, okay? Mm-hmm, you too. All right, 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: Um, hi, Josh. My name is Catina Robinson, and I was just calling to opt out, uh, out, out of the program 'cause I just applied for Medicaid 'cause they, they cover more.

Speaker speaker_0: Okay. What's the staffing agency you work for?

Speaker speaker_1: WSI.

Speaker speaker_0: You said WSI, so WorkSmart?

Speaker speaker_1: Mm-hmm. Yep.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: Five, five, nine, six.

Speaker speaker_0: Okay. And you said you recently just started with WorkSmart?

Speaker speaker_1: WorkFirst Strategies, WSI, yes.

Speaker speaker_0: I'm sorry. What was the name of the staffing agency?

Speaker speaker_1: Uh, WSI, WorkFirst, WorkForce Strategy.

Speaker speaker_0: WorkForce Strategy?

Speaker speaker_1: Yeah, I think that's what WSI stands for.

Speaker speaker_0: Um, we have WSI in our system as WorkSmart.

Speaker speaker_1: Oh, okay. Well, that's what it is then, WorkSmart.

Speaker speaker_0: Okay. So in order for me to create a file in our system to opt you out of WorkSmart's benefits, I need your full social.

Speaker speaker_1: 378-78-5596. You had asked for the last four, so I just gave you the last four.

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

Speaker speaker_1: Catina, C-A-T-I-N-A. Robinson, R-O-B-I-N-S-on.

Speaker speaker_0: And your home address, including city, state and zip code.

Speaker speaker_1: 239 Broadway Boulevard, Battle Creek, Michigan, 49037.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: March 1st, 1974.

Speaker speaker_0: And a good telephone number I have is 269-744-9207.

Speaker speaker_1: Yep, that's correct.

Speaker speaker_0: And do you have a good email?

Speaker speaker_1: catina, C-A-T-I-N-A, r411974 at gmail.

Speaker speaker_0: Okay, so I'll go ahead and opt you out. Is there anything else I could assist you with today, Catina?

Speaker speaker_1: Oh, no, that'll be it.

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

Speaker speaker_1: Mm-hmm, you too.

Speaker speaker_0: All right, bye-bye.