

Transcript: Malcolm

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Full Transcript

... if it's in the card, this is Malcolm. How can I help you? Hi. I was wondering, when, uh, when will I receive my card? What staffing company do you work for? WSI. Last four of your social? 8791. First name? Zachary. Okay. You said WSI? Yeah. What's the actual name of the staffing company? Um, Workforce Strategies, I think it is. For security purposes, can you verify your address and date of birth for me? 56785 Orchard Lane, Bangor, Michigan 49013. And date of birth? 5/27/87. Okay. So it doesn't look like you're... I feel like you're still waiting for your first deduction to happen. What do you mean? So you're waiting for your deduction to happen before your coverage becomes active. Well, they just took deductions out of my check this week already, for last week. Right. So if you've seen one this week, then your coverage will become active next Monday. Your coverage comes active the following Monday after you receive a deduction. And then your ID- Well, they told me, they told me that the cards... The cards and all that would be, uh, they would be in the mail, uh, as active as April 7th... As April 7th. I'm not sure who... Did your Workforce tell you that? Yeah. Okay. So unfortunately, that is not the right information. So the way that it works, once you get enrolled, it takes one to two weeks from whatever date you got enrolled. And once we see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active, and your ID cards are sent one to two weeks from that activation date. Well, that don't make no sense, because it was supposed to be active on April 7th. Well, there's, look, any deductions have been taken yet, sir. All right. What was it?

Conversation Format

Speaker speaker_0: ... if it's in the card, this is Malcolm. How can I help you?

Speaker speaker_1: Hi. I was wondering, when, uh, when will I receive my card?

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: WSI.

Speaker speaker_0: Last four of your social?

Speaker speaker_1: 8791.

Speaker speaker_0: First name?

Speaker speaker_1: Zachary.

Speaker speaker_0: Okay. You said WSI?

Speaker speaker_1: Yeah.

Speaker speaker_0: What's the actual name of the staffing company?

Speaker speaker_1: Um, Workforce Strategies, I think it is.

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

Speaker speaker_1: 56785 Orchard Lane, Bangor, Michigan 49013.

Speaker speaker_0: And date of birth?

Speaker speaker_1: 5/27/87.

Speaker speaker_0: Okay. So it doesn't look like you're... I feel like you're still waiting for your first deduction to happen.

Speaker speaker_1: What do you mean?

Speaker speaker_0: So you're waiting for your deduction to happen before your coverage becomes active.

Speaker speaker_1: Well, they just took deductions out of my check this week already, for last week.

Speaker speaker_0: Right. So if you've seen one this week, then your coverage will become active next Monday. Your coverage comes active the following Monday after you receive a deduction. And then your ID-

Speaker speaker_1: Well, they told me, they told me that the cards... The cards and all that would be, uh, they would be in the mail, uh, as active as April 7th... As April 7th.

Speaker speaker_0: I'm not sure who... Did your Workforce tell you that?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So unfortunately, that is not the right information. So the way that it works, once you get enrolled, it takes one to two weeks from whatever date you got enrolled. And once we see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active, and your ID cards are sent one to two weeks from that activation date.

Speaker speaker_1: Well, that don't make no sense, because it was supposed to be active on April 7th.

Speaker speaker_0: Well, there's, look, any deductions have been taken yet, sir.

Speaker speaker_1: All right.

Speaker speaker_0: What was it?