

## Transcript: Pearl

**Rojas-6529797271764992-5666931731775488**

### Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl speaking with. I'm Jim Littlefield. And how can I assist you? Yeah. I just started working for WSI and I filled, uh, like last week, and I filled out something for insurance, but I already have insurance and I don't need it. I would like to cancel it. Okay. And WSI, is that WorkSmart or Workforce Strategies? Work, uh, re- Recruitment and Staffing. WSI Recruitment and Staffing. Okay. Um, 'cause we have two different companies that use that same acronym. Um, is there, do you- have you received any text messages from your staffing agency? Maybe it'll say the whole name on it, whether it's WorkSmart or Workforce Strategies? Yeah. Work Strategy, yeah. It's- it's called, it's WSI Recruitment and Staffing. Hmm. Um... Out of Battle Creek. Um. Okay. So what I'm going to... What we're going to need you to do is give your established agency a call and confirm with them whether the name is Workforce Strategies or if it's WorkSmart. It's Work... I- Hello? ... not WSI. Hello? Hello? Hello? Sorry. You're breaking up. Hello. It's... Hello? Hello. Hello, sir? Hello?

### Conversation Format

Speaker speaker\_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl speaking with.

Speaker speaker\_1: I'm Jim Littlefield.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: Yeah. I just started working for WSI and I filled, uh, like last week, and I filled out something for insurance, but I already have insurance and I don't need it. I would like to cancel it.

Speaker speaker\_0: Okay. And WSI, is that WorkSmart or Workforce Strategies?

Speaker speaker\_1: Work, uh, re- Recruitment and Staffing. WSI Recruitment and Staffing.

Speaker speaker\_0: Okay. Um, 'cause we have two different companies that use that same acronym. Um, is there, do you- have you received any text messages from your staffing agency? Maybe it'll say the whole name on it, whether it's WorkSmart or Workforce Strategies?

Speaker speaker\_1: Yeah. Work Strategy, yeah. It's- it's called, it's WSI Recruitment and Staffing.

Speaker speaker\_0: Hmm. Um...

Speaker speaker\_1: Out of Battle Creek.

Speaker speaker\_0: Um. Okay. So what I'm going to... What we're going to need you to do is give your established agency a call and confirm with them whether the name is Workforce Strategies or if it's WorkSmart.

Speaker speaker\_1: It's Work... I-

Speaker speaker\_0: Hello?

Speaker speaker\_1: ... not WSI.

Speaker speaker\_0: Hello?

Speaker speaker\_1: Hello?

Speaker speaker\_0: Hello? Sorry. You're breaking up.

Speaker speaker\_1: Hello. It's...

Speaker speaker\_0: Hello?

Speaker speaker\_1: Hello.

Speaker speaker\_0: Hello, sir? Hello?