

Transcript: Pearl

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Full Transcript

Good morning. Thank you for calling Benefits in a Card. My name is Pearl, who do I look like I should be speaking with? Uh, yes. Uh, this is Joshua Hires. And how can I assist you? Say what? And how can I assist you? Oh, okay. So I had signed up, uh... O- Okay, so I signed up for insurance with you guys, uh, this Friday and actually I needed to opt out of it. I made a mistake on my part. Okay, what's the name of the company that you work for? Uh, it would be WSI out there in Kalamazoo, Michigan. 93. And WSI, is that, is that for Work Smart or Work Force... WorkStart and then, uh, they should get me through our fabric out. Our packet . Okay. And what is the last four digits of your social? 0337. All right. And you said 0337? Yes, correct. Okay, and repeat your name for me. Joshua Hires. Michael for mid- for my middle. And you said you signed up this Friday packing? Yeah, last Friday. And how did you sign up? Uh, it was a paper. It was, uh, pretty much a form that I filled out. Okay so how long have you worked at 3- Checking boxes and whatnot. ... Smart. Uh, I s- I, I go into my tour today, so before I started off. Okay. Okay, so they haven't sent us over your information yet, so I can create you an account and get you opted out today, but I will need your full social name, address, date of birth, phone number, um, to create your account. Or we do wait 'til Work Smart sends over your information but because it's gonna come over with the enrollment, you'll probably be enrolled. That would be perfect. I mean, so what, probably give you a call about like maybe Wednesday? Um, yeah, you can give us a ca- well, um, if you want, you can give us a call the date of your first paycheck. It'll be more probable that your information will be just a submit. Well, uh, it wouldn't take... it wouldn't... it's, it only take effect on your first paycheck, does it? Um, I'm not sure. If you... You can call Wednesday and we can take a look, um, I'm not sure. It depends on each company to see when they send over their informations, their paper works. Um, but you can call Wednesday just to be sure. Okay, yeah, I mean, I'll just give you a call every day just to double check, see where stuff stands, whether it's stopping you or someone else. All righty. Thank you for calling us. Just to, to be on the safe side. Yeah, thank you, all right. No problem. Have a great day.

Conversation Format

Speaker speaker_0: Good morning. Thank you for calling Benefits in a Card. My name is Pearl, who do I look like I should be speaking with?

Speaker speaker_1: Uh, yes. Uh, this is Joshua Hires.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Say what?

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Oh, okay. So I had signed up, uh... O- Okay, so I signed up for insurance with you guys, uh, this Friday and actually I needed to opt out of it. I made a mistake on my part.

Speaker speaker_0: Okay, what's the name of the company that you work for?

Speaker speaker_1: Uh, it would be WSI out there in Kalamazoo, Michigan. 93.

Speaker speaker_0: And WSI, is that, is that for Work Smart or Work Force...

Speaker speaker_1: WorkStart and then, uh, they should get me through our fabric out. Our packet .

Speaker speaker_0: Okay. And what is the last four digits of your social?

Speaker speaker_1: 0337. All right.

Speaker speaker_0: And you said 0337?

Speaker speaker_1: Yes, correct.

Speaker speaker_0: Okay, and repeat your name for me.

Speaker speaker_1: Joshua Hires. Michael for mid- for my middle.

Speaker speaker_0: And you said you signed up this Friday packing?

Speaker speaker_1: Yeah, last Friday.

Speaker speaker_0: And how did you sign up?

Speaker speaker_1: Uh, it was a paper. It was, uh, pretty much a form that I filled out.

Speaker speaker_0: Okay so how long have you worked at 3-

Speaker speaker_1: Checking boxes and whatnot.

Speaker speaker_0: ... Smart.

Speaker speaker_1: Uh, I s- I, I go into my tour today, so before I started off.

Speaker speaker_0: Okay. Okay, so they haven't sent us over your information yet, so I can create you an account and get you opted out today, but I will need your full social name, address, date of birth, phone number, um, to create your account. Or we do wait 'til Work Smart sends over your information but because it's gonna come over with the enrollment, you'll probably be enrolled.

Speaker speaker_1: That would be perfect. I mean, so what, probably give you a call about like maybe Wednesday?

Speaker speaker_0: Um, yeah, you can give us a ca- well, um, if you want, you can give us a call the date of your first paycheck. It'll be more probable that your information will be just a submit.

Speaker speaker_1: Well, uh, it wouldn't take... it wouldn't... it's, it only take effect on your first paycheck, does it?

Speaker speaker_0: Um, I'm not sure. If you... You can call Wednesday and we can take a look, um, I'm not sure. It depends on each company to see when they send over their informations, their paper works. Um, but you can call Wednesday just to be sure.

Speaker speaker_1: Okay, yeah, I mean, I'll just give you a call every day just to double check, see where stuff stands, whether it's stopping you or someone else.

Speaker speaker_0: All righty. Thank you for calling us.

Speaker speaker_1: Just to, to be on the safe side. Yeah, thank you, all right.

Speaker speaker_0: No problem. Have a great day.