

Transcript: VICTORIA

Taylor-6696231647756288-6009834871898112

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hey. How you doing, Miss Lenny? Good. How are you? I'm good. Um, my name is Steve Brown and I work through, um, a, uh, hiring agency called WSI, and I was wondering, they were telling me that I needed to call you guys to get, um, like, Medicaid or some kind of, um, in case I go to the hospital or anything like that. They said I, uh, I needed to give you guys a call. Okay. Um, is it, uh, work, um, is it WorkSmart or is it Workforce Strategies that you're with? WSI. I'm not too sure what that all means, but WSI is who I'm with, or who I have a job by. Okay, 'cause we work for two different staffing agencies that technically go by WSI. So, do you know if it's Workforce Strategies or WorkSmart? I go with WorkSmart. I'm not too sure, but I go with WorkSmart. Okay. I would verify that, um, and call us back, if you can, just because that's gonna cause some issues if we don't get that right. Um- Let me see. What was the first one? So, it would either be- What, what if I tell you... What if I tell you what, where it's at, or the city it's in, or- I don't have- ... so I have to get the name right? Yeah, I don't have the local addresses, unfortunately. We, we just work for multiple staffing agencies. Yeah. Um, so it's important that we get the name right, because if I enroll you under the wrong agency, obviously that's gonna cause some issues there. Right. Um, what's the- Um, but I know, I know, I know that there's two agencies. There's WorkSmart and then there's Workforce Strategies, that both go by WSI. But I don't think it's that one. I don't think it's that one, but I'll check. I'll check. Okay. Um, let me see. I don't know if you have a file maybe that can help. You said first name is Steve and last name is Brown? Yes, ma'am. Steve Brown. They said that- So, Steve Brown. Y- yes, Steve. Mm-hmm. Okay. They said that I had to... I needed a beneficiary or something. I didn't fill that part in, and that's why I had to call you. Okay. Let me see. What's the last four of your Social? Um, 3318. Okay. It is Workforce Strategies. Um- Oh, damn. Okay. I'm sorry. No, you're fine. Uh, do you mind verifying your address and date of birth? Um, my date of birth is 1-17-69, and, um, my home address is 1617 East Michigan, Kalamazoo, Michigan, 49048. And then, let's see, phone number is gonna be 269-3778-520. 3778-507. Yes. Okay. Um, let's see. Okay. So yeah, it looks like... I mean, I see that you're enrolled, so we're just missing the beneficiary for the term life, it looks like. Um, who did you want a name for that? I don't know really. Don't have anybody. Um... I don't really know. I don't have any, like, close friends and, you know, my daughter's young. Um, I don't even know my son's information. I don't have anybody. Well, really, we just need... We would just need their name and relation to you, so that's all we really need. But it could be anybody. It could be a friend. It can be, uh, fam- you know, of course any family member that you might have. Um, it really just- I don't know the numbers or the addresses for them, though. Yeah. No, that's okay. I mean, do you just need a name? All we need is the name and the relation to you. Okay. Okay. I'm sorry. Uh, Javon Mitchell. Okay. Is that J-A-V-O-N? Yes. And then- And

Mitchell. ... Mitchell M-I-T-C-H-E-L-L? E-L-L, yes. Okay. And then the relation? That's my son. Okay. All right. Yep, so it looks like you're enrolled into a few different things, the MEC, the dental, short-term disability, uh, term life, vision and the BIC classic medical plan. Oh, for real? Okay. I must've did that, I guess. Huh. All right. Yep. What do I have to do now? Um, really, nothing on your end. Uh, all we needed was your beneficiary for the term life. So, right now we're just waiting on the first payroll deduction to be made out of your check, which, for everything that you're enrolled into, it comes out to a total of \$48.51 a week. Um, so once you see that first deduction being made out of your check, the coverage will start the following Monday. And then, once it's active, that's when all your policy info and ID cards are made and sent to you within seven to ten business days. Okay, ma'am. Yes, sir. Did you have any other questions for me? No, ma'am. Just have a beautiful day. Thank you. You too. Thank you so much. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Hey. How you doing, Miss Lenny?

Speaker speaker_0: Good. How are you?

Speaker speaker_1: I'm good. Um, my name is Steve Brown and I work through, um, a, uh, hiring agency called WSI, and I was wondering, they were telling me that I needed to call you guys to get, um, like, Medicaid or some kind of, um, in case I go to the hospital or anything like that. They said I, uh, I needed to give you guys a call.

Speaker speaker_0: Okay. Um, is it, uh, work, um, is it WorkSmart or is it Workforce Strategies that you're with?

Speaker speaker_1: WSI. I'm not too sure what that all means, but WSI is who I'm with, or who I have a job by.

Speaker speaker_0: Okay, 'cause we work for two different staffing agencies that technically go by WSI. So, do you know if it's Workforce Strategies or WorkSmart?

Speaker speaker_1: I go with WorkSmart. I'm not too sure, but I go with WorkSmart.

Speaker speaker_0: Okay. I would verify that, um, and call us back, if you can, just because that's gonna cause some issues if we don't get that right. Um- Let me see.

Speaker speaker_1: What was the first one?

Speaker speaker_0: So, it would either be-

Speaker speaker_1: What, what if I tell you... What if I tell you what, where it's at, or the city it's in, or-

Speaker speaker_0: I don't have-

Speaker speaker_1: ... so I have to get the name right?

Speaker speaker_0: Yeah, I don't have the local addresses, unfortunately. We, we just work for multiple staffing agencies.

Speaker speaker_1: Yeah.

Speaker speaker_0: Um, so it's important that we get the name right, because if I enroll you under the wrong agency, obviously that's gonna cause some issues there.

Speaker speaker_1: Right. Um, what's the-

Speaker speaker_0: Um, but I know, I know, I know that there's two agencies. There's WorkSmart and then there's Workforce Strategies, that both go by WSI.

Speaker speaker_1: But I don't think it's that one. I don't think it's that one, but I'll check. I'll check.

Speaker speaker_0: Okay. Um, let me see. I don't know if you have a file maybe that can help. You said first name is Steve and last name is Brown?

Speaker speaker_1: Yes, ma'am. Steve Brown. They said that-

Speaker speaker_0: So, Steve Brown.

Speaker speaker_1: Y- yes, Steve. Mm-hmm.

Speaker speaker_0: Okay.

Speaker speaker_1: They said that I had to... I needed a beneficiary or something. I didn't fill that part in, and that's why I had to call you.

Speaker speaker_0: Okay. Let me see. What's the last four of your Social?

Speaker speaker_1: Um, 3318.

Speaker speaker_0: Okay. It is Workforce Strategies. Um-

Speaker speaker_1: Oh, damn. Okay. I'm sorry.

Speaker speaker_0: No, you're fine. Uh, do you mind verifying your address and date of birth?

Speaker speaker_1: Um, my date of birth is 1-17-69, and, um, my home address is 1617 East Michigan, Kalamazoo, Michigan, 49048.

Speaker speaker_0: And then, let's see, phone number is gonna be 269-3778-520.

Speaker speaker_1: 3778-507. Yes.

Speaker speaker_0: Okay. Um, let's see. Okay. So yeah, it looks like... I mean, I see that you're enrolled, so we're just missing the beneficiary for the term life, it looks like. Um, who did you want a name for that?

Speaker speaker_1: I don't know really. Don't have anybody. Um... I don't really know. I don't have any, like, close friends and, you know, my daughter's young. Um, I don't even know my son's information. I don't have anybody.

Speaker speaker_0: Well, really, we just need... We would just need their name and relation to you, so that's all we really need. But it could be anybody. It could be a friend. It can be, uh, fam- you know, of course any family member that you might have. Um, it really just-

Speaker speaker_1: I don't know the numbers or the addresses for them, though.

Speaker speaker_0: Yeah. No, that's okay.

Speaker speaker_1: I mean, do you just need a name?

Speaker speaker_0: All we need is the name and the relation to you.

Speaker speaker_1: Okay. Okay. I'm sorry. Uh, Javon Mitchell.

Speaker speaker_0: Okay. Is that J-A-V-O-N?

Speaker speaker_1: Yes.

Speaker speaker_0: And then-

Speaker speaker_1: And Mitchell.

Speaker speaker_0: ... Mitchell M-I-T-C-H-E-L-L?

Speaker speaker_1: E-L-L, yes.

Speaker speaker_0: Okay. And then the relation?

Speaker speaker_1: That's my son.

Speaker speaker_0: Okay. All right. Yep, so it looks like you're enrolled into a few different things, the MEC, the dental, short-term disability, uh, term life, vision and the BIC classic medical plan.

Speaker speaker_1: Oh, for real? Okay. I must've did that, I guess. Huh. All right.

Speaker speaker_0: Yep.

Speaker speaker_1: What do I have to do now?

Speaker speaker_0: Um, really, nothing on your end. Uh, all we needed was your beneficiary for the term life. So, right now we're just waiting on the first payroll deduction to be made out of your check, which, for everything that you're enrolled into, it comes out to a total of \$48.51 a week. Um, so once you see that first deduction being made out of your check, the coverage will start the following Monday. And then, once it's active, that's when all your policy info and ID cards are made and sent to you within seven to ten business days.

Speaker speaker_1: Okay, ma'am.

Speaker speaker_0: Yes, sir. Did you have any other questions for me?

Speaker speaker_1: No, ma'am. Just have a beautiful day. Thank you.

Speaker speaker_0: You too. Thank you so much.

Speaker speaker_1: Bye-bye.

Speaker speaker_0: Bye.