

Transcript: Estefania

Acevedo-6284415916490752-4818493649371136

Full Transcript

Hey, good afternoon... Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you? Um, I was told to call to re-enroll my healthcare benefits through WSI. Okay. Um, is it... We have two staffing agencies under those initials. Is it WorkSmart Inc. or is it Work Strategies? Uh... I'm not sure. Because we have two under those names, so it is important that I get the right staffing agency. So, it could be WorkSmart INC or Workforce Strategies. It might be Workforce Strategies. They're just... All their paperwork says WSI Recruitment and Staffing. Yeah. So we do have to ask this due to that issue. Um. Interesting. Let me make sure. So, so you think it's Workforce Strategies? Yeah. Okay. And then what are the last four of your Social? Uh, 8442. 8442? Yeah. Is it Nicolas? Yeah. P-O-M-E-R-O-Y? Okay. Yeah. Thank you. So, it is Workforce Strategies. Okay. And then, um, what is your address and date of birth for security purposes? Uh, 51305 County Road 665, Apartment 2D in Paw Paw, Michigan. And... And what was your date of birth? July 6th, 1995. I have 269-666-1566 as your phone number. Yes. And then I don't have a, um, email. Do you want me to go ahead and add one? Uh, yeah. Um, it's J-I-G-S-A-W 7695@gmail.com. 7685@gmail? Uh, 7695. 95. Okay. Thank you. Okay. And it looks like you currently have, like, a future coverage for dental for employee only for \$5.40. Short-term disability for employee only for \$4.20. Term life for employee only for \$0.60. Vision for \$2.42, and then the VIP Classic plan for \$19.98. It looks like, um, you're enrolled into that. Mm-hmm. Did you want to make any changes or did you have questions? Uh, no, I was just calling to make sure that it was, um, uh, I guess, still enrolled or... Yeah, so... They gave me a card that says to... I have to call directly to reinstate or re-enroll. Oh, well, uh, yeah, you currently have dental, short-term disability, term life, vision, and then the VIP Classic, so you are enrolled. It's not active yet because you do have to wait for the first deduction of the \$32.60. Then the following day- Gotcha. ... that first deduction, it becomes active. Um, you can make any changes if you wish, though. It looks like the company's last day of their company open enrollment is on the 1st of May. So, you would- Okay. ... have to do it, um, nothing passing the 1st of May. At the moment, you can do changes, but, um, you are enrolled, right? Like I said- Okay, cool. ... you just have to wait on that first deduction. Did you like the plan that you currently have? Uh, yeah. Okay. And then did you want to go ahead and add a beneficiary? Because it looks like we're missing that from you. If something was to happen, who do you want to leave that money to? I don't really know if I have one right now. I guess we'll see. Okay. You can add it later. Okay. Okay. And then this is the number that you would call, um, for any questions or to get your card emailed to you. Uh, and I was going to tell you that for your medical plan, being your VIP Classic, that plan, they normally don't, uh, send you a card out. So, if you do want a physical one, once you become active, you can just contact this number and we can email it to you and also request it if you want that one. 'Cause it looks like you should be getting your

own vision first, but for your actual medical card, you would have to call and request so that the carrier can send it out to you. Okay. I getcha. Okay? All right. Well, I hope you have a great day. Yeah. You too.

Conversation Format

Speaker speaker_0: Hey, good afternoon... Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Um, I was told to call to re-enroll my healthcare benefits through WSI.

Speaker speaker_0: Okay. Um, is it... We have two staffing agencies under those initials. Is it WorkSmart Inc. or is it Work Strategies?

Speaker speaker_1: Uh... I'm not sure.

Speaker speaker_0: Because we have two under those names, so it is important that I get the right staffing agency. So, it could be WorkSmart INC or Workforce Strategies.

Speaker speaker_1: It might be Workforce Strategies. They're just... All their paperwork says WSI Recruitment and Staffing.

Speaker speaker_0: Yeah. So we do have to ask this due to that issue. Um.

Speaker speaker_1: Interesting.

Speaker speaker_0: Let me make sure. So, so you think it's Workforce Strategies?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. And then what are the last four of your Social?

Speaker speaker_1: Uh, 8442.

Speaker speaker_0: 8442?

Speaker speaker_1: Yeah.

Speaker speaker_0: Is it Nicolas?

Speaker speaker_1: Yeah.

Speaker speaker_0: P-O-M-E-R-O-Y? Okay.

Speaker speaker_1: Yeah.

Speaker speaker_0: Thank you. So, it is Workforce Strategies. Okay. And then, um, what is your address and date of birth for security purposes?

Speaker speaker_1: Uh, 51305 County Road 665, Apartment 2D in Paw Paw, Michigan. And...

Speaker speaker_0: And what was your date of birth?

Speaker speaker_1: July 6th, 1995.

Speaker speaker_0: I have 269-666-1566 as your phone number.

Speaker speaker_1: Yes.

Speaker speaker_0: And then I don't have a, um, email. Do you want me to go ahead and add one?

Speaker speaker_1: Uh, yeah. Um, it's J-I-G-S-A-W 7695@gmail.com.

Speaker speaker_0: 7685@gmail?

Speaker speaker_1: Uh, 7695.

Speaker speaker_0: 95. Okay. Thank you. Okay. And it looks like you currently have, like, a future coverage for dental for employee only for \$5.40. Short-term disability for employee only for \$4.20. Term life for employee only for \$0.60. Vision for \$2.42, and then the VIP Classic plan for \$19.98. It looks like, um, you're enrolled into that.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Did you want to make any changes or did you have questions?

Speaker speaker_1: Uh, no, I was just calling to make sure that it was, um, uh, I guess, still enrolled or...

Speaker speaker_0: Yeah, so...

Speaker speaker_1: They gave me a card that says to... I have to call directly to reinstate or re-enroll.

Speaker speaker_0: Oh, well, uh, yeah, you currently have dental, short-term disability, term life, vision, and then the VIP Classic, so you are enrolled. It's not active yet because you do have to wait for the first deduction of the \$32.60. Then the following day-

Speaker speaker_1: Gotcha.

Speaker speaker_0: ... that first deduction, it becomes active. Um, you can make any changes if you wish, though. It looks like the company's last day of their company open enrollment is on the 1st of May. So, you would-

Speaker speaker_1: Okay.

Speaker speaker_0: ... have to do it, um, nothing passing the 1st of May. At the moment, you can do changes, but, um, you are enrolled, right? Like I said-

Speaker speaker_1: Okay, cool.

Speaker speaker_0: ... you just have to wait on that first deduction. Did you like the plan that you currently have?

Speaker speaker_1: Uh, yeah.

Speaker speaker_0: Okay. And then did you want to go ahead and add a beneficiary? Because it looks like we're missing that from you. If something was to happen, who do you want to leave that money to?

Speaker speaker_1: I don't really know if I have one right now. I guess we'll see.

Speaker speaker_0: Okay. You can add it later.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: And then this is the number that you would call, um, for any questions or to get your card emailed to you. Uh, and I was going to tell you that for your medical plan, being your VIP Classic, that plan, they normally don't, uh, send you a card out. So, if you do want a physical one, once you become active, you can just contact this number and we can email it to you and also request it if you want that one. 'Cause it looks like you should be getting your own vision first, but for your actual medical card, you would have to call and request so that the carrier can send it out to you.

Speaker speaker_1: Okay. I getcha.

Speaker speaker_0: Okay? All right. Well, I hope you have a great day.

Speaker speaker_1: Yeah. You too.