

## **Transcript: Pearl**

**Rojas-4595820663586816-5765944305172480**

### **Full Transcript**

Hi, good afternoon. Thank you for calling Benefits and a Card. My name is Pearl. Who have I been speaking with? Yes, my name is Lamond Ledford. And how can I assist you? Yes, I was trying to get, um... I work for WSI. I signed up for some benefits with them but I actually don't need none of them. Okay, and is... And WSI, do you mean Workforce Strategies or Work Smart? Work... Uh, what is W... What's the, what's... It's, it's something Staffing. Workforce Staffing, I think it is? It's some kind of staffing agency. Yep, no, I know. There was... But we have two agencies that use that WSI. We have Work Smart and then we have Workforce Solutions. No, Workforce. Workforce, um, Strategies, actually. I'm sorry. And what are the last four digits of your social? Zero, zero, zero, nine. Okay. Okay, and if you can verify your address and date of birth. Uh, 537 Chicago Avenue. Date of birth, 8/17/70. And what is the city and state? Uh, Kalamazoo, Michigan. All righty. Now, have you 469-312-0724? Yes, ma'am. Now, your email address has your first name, your last name, @gmail.com? Yes. All righty. I have that you declined on the first of this month, but I'll go ahead and note to your account that you... Um, do you remember how you signed up? Whether if it was on a enrollment form online? No, I was going... It was, uh, it was at the office. They had me do it on like a little, like a little kiosk, like a little pad they had, you fill it out on. Okay, I'll go ahead and note to your account just in case. Is there anything else I can assist you with? No, that'd be it. Thank you. Thank you for calling. You have a great day. You too.

### **Conversation Format**

Speaker speaker\_0: Hi, good afternoon. Thank you for calling Benefits and a Card. My name is Pearl. Who have I been speaking with?

Speaker speaker\_1: Yes, my name is Lamond Ledford.

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

Speaker speaker\_1: Yes, I was trying to get, um... I work for WSI. I signed up for some benefits with them but I actually don't need none of them.

Speaker speaker\_0: Okay, and is... And WSI, do you mean Workforce Strategies or Work Smart?

Speaker speaker\_1: Work... Uh, what is W... What's the, what's... It's, it's something Staffing. Workforce Staffing, I think it is? It's some kind of staffing agency.

Speaker speaker\_0: Yep, no, I know. There was... But we have two agencies that use that WSI. We have Work Smart and then we have Workforce Solutions.

Speaker speaker\_1: No, Workforce.

Speaker speaker\_0: Workforce, um, Strategies, actually. I'm sorry. And what are the last four digits of your social?

Speaker speaker\_1: Zero, zero, zero, nine.

Speaker speaker\_0: Okay. Okay, and if you can verify your address and date of birth.

Speaker speaker\_1: Uh, 537 Chicago Avenue. Date of birth, 8/17/70.

Speaker speaker\_0: And what is the city and state?

Speaker speaker\_1: Uh, Kalamazoo, Michigan.

Speaker speaker\_0: All righty. Now, have you 469-312-0724?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Now, your email address has your first name, your last name, @gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All righty. I have that you declined on the first of this month, but I'll go ahead and note to your account that you... Um, do you remember how you signed up? Whether if it was on a enrollment form online?

Speaker speaker\_1: No, I was going... It was, uh, it was at the office. They had me do it on like a little, like a little kiosk, like a little pad they had, you fill it out on.

Speaker speaker\_0: Okay, I'll go ahead and note to your account just in case. Is there anything else I can assist you with?

Speaker speaker\_1: No, that'd be it. Thank you.

Speaker speaker\_0: Thank you for calling. You have a great day.

Speaker speaker\_1: You too.