

## Transcript: Pearl

**Rojas-6492925258809344-6198623630704640**

### Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who can I help of, or who else was I speaking with? Uh, this is Jason Maxwell. I just called, like probably 10 minutes ago for insurance through WSI. Um, I need somebody to send me some cards through, through that, uh, dental program that ... Uh, did you just- ... is here. Did you just enroll to- No. I enrolled with WSI like a couple weeks ago. Okay. And WSI, is that WorkSmart or is that Workforce Strategies? No. Uh, I need to know how much you're gonna take out of me, uh, for my paycheck and a month, and then, uh, I need the, the insurance cards too, to get sent to me. Okay. Before I can give you any information, I need to pull up your account. So I need to know whether WSI is for WorkSmart or- Yeah. ... Workforce Strategy. WorkStrategy. Workforce Strategies? Yeah. And what is the last four digits of your social? 0855. Okay. And if you can verify your address and date of birth. 54540 Orchard Lane, and that's in Poppa, Michigan. And my, uh, date of birth is 10/30/1975. Okay. So it looks like for some reason we... And you said Workforce Strategies, correct? Yeah. Give me one moment. I'm placed on a brief hold. Okay. Stupid dial. Hmm. Thank you so much for holding, Mr. Maxwell. I'm sorry about that wait time. over here. We're just verifying some information. What? Um, as I was saying, thank you for holding. I'm sorry about that wait time. We're just verifying some information, um- Yep. ... like we have two accounts here. The last four of your social are 8- uh, 0855 or 085- Ye- 085- I, I called earlier and I forgot to tell the lady that I need, uh, insurance cards sent to me through the mail. Yep. Um, so the- so you- the- what had happened is that your social was, was put in wrong, so you have two accounts. Um, the account that has enrollment, you're not active yet. Um, so what happened- Oh, yeah. They said it's not gonna be active till my first paycheck. Yeah, so we wouldn't be able to send out cards- I, I need to- ... until that becomes active. Yeah, okay. But I, I need- uh, somebody to send me the insurance cards in the mail. That's what I'm saying. We can't send out insurance cards until the coverage becomes active. Oh, okay. That's what I understand. That's why I wanted to just make sure. Yep. And then, um, I'll have them fix the information. So your- the correct last four is 0855. Yep. Okay. I'm gonna go ahead and send an email up to our main office so they can get that fixed and then the enrollment can be put on the right account. Um... Yep. And then as soon as you see that first deduction, the following Monday you're active and you can give us a call that Wednesday and we'll be able to send you virtual cards to your email and your physicals will go to your residence at the end of the week. Okay. Uh, how much are they taking outta me per w- per week or per month? Um, let me take a look. So the weekly deductions for the plans that you chose is \$60.46. Is that- is that for two people or for one person? For both. So it's a medical, dental, vision for you and your spouse. Okay. Me and my wifey then? Mm-hmm. Okay. Thank you. No problem. Thank you so much for calling Energrity. Oh, wait. Hold on. Um, am I supposed to call you back, uh, uh, after it goes through

or, or am I go ahead- then I'm all set then? Um, so right now we're just waiting on the deductions. Once you see that first deduction, the next Wednesday give us a call and we'll be able to send you cards to your email. Okay. Thank you. No problem. Thank you for calling. All right. Bye. Bye.

## Conversation Format

Speaker speaker\_0: Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who can I help of, or who else was I speaking with?

Speaker speaker\_1: Uh, this is Jason Maxwell. I just called, like probably 10 minutes ago for insurance through WSI. Um, I need somebody to send me some cards through, through that, uh, dental program that ...

Speaker speaker\_2: Uh, did you just-

Speaker speaker\_1: ... is here.

Speaker speaker\_0: Did you just enroll to-

Speaker speaker\_1: No. I enrolled with WSI like a couple weeks ago.

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

Speaker speaker\_1: No. Uh, I need to know how much you're gonna take out of me, uh, for my paycheck and a month, and then, uh, I need the, the insurance cards too, to get sent to me.

Speaker speaker\_0: Okay. Before I can give you any information, I need to pull up your account. So I need to know whether WSI is for WorkSmart or-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... Workforce Strategy.

Speaker speaker\_1: WorkStrategy.

Speaker speaker\_0: Workforce Strategies?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: And what is the last four digits of your social?

Speaker speaker\_1: 0855.

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

Speaker speaker\_1: 54540 Orchard Lane, and that's in Poppa, Michigan. And my, uh, date of birth is 10/30/1975.

Speaker speaker\_0: Okay. So it looks like for some reason we... And you said Workforce Strategies, correct?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Give me one moment. I'm placed on a brief hold.

Speaker speaker\_1: Okay. Stupid dial.

Speaker speaker\_0: Hmm. Thank you so much for holding, Mr. Maxwell. I'm sorry about that wait time. over here. We're just verifying some information.

Speaker speaker\_1: What?

Speaker speaker\_0: Um, as I was saying, thank you for holding. I'm sorry about that wait time. We're just verifying some information, um-

Speaker speaker\_1: Yep.

Speaker speaker\_0: ... like we have two accounts here. The last four of your social are 8- uh, 0855 or 085-

Speaker speaker\_1: Ye- 085- I, I called earlier and I forgot to tell the lady that I need, uh, insurance cards sent to me through the mail.

Speaker speaker\_0: Yep. Um, so the- so you- the- what had happened is that your social was, was put in wrong, so you have two accounts. Um, the account that has enrollment, you're not active yet. Um, so what happened-

Speaker speaker\_1: Oh, yeah. They said it's not gonna be active till my first paycheck.

Speaker speaker\_0: Yeah, so we wouldn't be able to send out cards-

Speaker speaker\_1: I, I need to-

Speaker speaker\_0: ... until that becomes active.

Speaker speaker\_1: Yeah, okay. But I, I need- uh, somebody to send me the insurance cards in the mail.

Speaker speaker\_0: That's what I'm saying. We can't send out insurance cards until the coverage becomes active.

Speaker speaker\_1: Oh, okay. That's what I understand. That's why I wanted to just make sure.

Speaker speaker\_0: Yep. And then, um, I'll have them fix the information. So your- the correct last four is 0855.

Speaker speaker\_1: Yep.

Speaker speaker\_0: Okay. I'm gonna go ahead and send an email up to our main office so they can get that fixed and then the enrollment can be put on the right account. Um...

Speaker speaker\_1: Yep.

Speaker speaker\_0: And then as soon as you see that first deduction, the following Monday you're active and you can give us a call that Wednesday and we'll be able to send you virtual cards to your email and your physicals will go to your residence at the end of the week.

Speaker speaker\_1: Okay. Uh, how much are they taking outta me per w- per week or per month?

Speaker speaker\_0: Um, let me take a look. So the weekly deductions for the plans that you chose is \$60.46.

Speaker speaker\_1: Is that- is that for two people or for one person?

Speaker speaker\_0: For both. So it's a medical, dental, vision for you and your spouse.

Speaker speaker\_1: Okay. Me and my wifey then?

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: No problem. Thank you so much for calling Energrity.

Speaker speaker\_1: Oh, wait. Hold on. Um, am I supposed to call you back, uh, uh, after it goes through or, or am I go ahead- then I'm all set then?

Speaker speaker\_0: Um, so right now we're just waiting on the deductions. Once you see that first deduction, the next Wednesday give us a call and we'll be able to send you cards to your email.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: No problem. Thank you for calling.

Speaker speaker\_1: All right. Bye.

Speaker speaker\_0: Bye.