

Transcript: Pearl

Rojas-6507507772211200-5016189430579200

Full Transcript

Yes. Excuse me. Good morning. Thank you for calling Benefits in a Car. My name is Pearl. It's a pleasure speaking with you. Hi. This is Ashley Schneider. Um, I was just calling because I have a couple questions about, uh, my insurance that I'm getting through WSI, and they gave me this number to call. Okay. What kind of questions did you have? Um, I was just wondering, uh, what exactly is covered. Um, and, you know, just like, you know, like what the insurance is exactly. Okay. And you said you're with WSI. So are you with, um, WorkSmart or Workforce Strategies? Uh... I'm actually not sure. Is WSI WorkSmart or WorkForce? Yeah. I, I don't know. Yeah, 'cause we have two staff agencies that use... One uses that as an acronym, and then the other uses, um, uses that as an... as a, like a, a B, as another name. So we really need to know if it's WorkSmart, which they, that they use the acronym WSI or if it's WorkForce that they use WSI as a, a second name. Um- So you would... You don't, you don't have any text messages from the staff agency? Maybe it has its name on it? Yeah. It's, it's literally just WSI. Oh, the text message, it says that as well. Um... Hmm. Let's see. What are... But I suppose this needs to be social. Uh, 9312. Sorry. Give me one second. Hmm. Okay. Okay, so I believe it's WorkForce. How long have you been working with them? Um, I just started on Wednesday. See, that's an issue, too. It could be that they're not in the system or it could be that you're working for WorkForce. Is there any way that you can give them a call and confirm the, the name? Um, just because I don't want to give you information from the wrong staff in the agency. Um, yeah. Like, the name of WSI or the name of, like, where I'm working? No. The, the name of WSI. Like, give them a call, um, and ask them if they have a different name that they go under or- Okay. ... yeah, if they have a, another name they use. Um, you can even tell them that you're, you're calling the Benefits, um, the Benefits number and- Okay. ... we're asking what, what the full name is. Okay. Thank you. No problem. Thank you, so much, for calling. You have a great day. Bye.

Conversation Format

Speaker speaker_1: Yes.

Speaker speaker_0: Excuse me. Good morning. Thank you for calling Benefits in a Car. My name is Pearl. It's a pleasure speaking with you.

Speaker speaker_2: Hi. This is Ashley Schneider. Um, I was just calling because I have a couple questions about, uh, my insurance that I'm getting through WSI, and they gave me this number to call.

Speaker speaker_0: Okay. What kind of questions did you have?

Speaker speaker_2: Um, I was just wondering, uh, what exactly is covered. Um, and, you know, just like, you know, like what the insurance is exactly.

Speaker speaker_0: Okay. And you said you're with WSI. So are you with, um, WorkSmart or Workforce Strategies?

Speaker speaker_2: Uh... I'm actually not sure. Is WSI WorkSmart or WorkForce? Yeah. I, I don't know.

Speaker speaker_0: Yeah, 'cause we have two staff agencies that use... One uses that as an acronym, and then the other uses, um, uses that as an... as a, like a, a B, as another name. So we really need to know if it's WorkSmart, which they, that they use the acronym WSI or if it's WorkForce that they use WSI as a, a second name.

Speaker speaker_2: Um-

Speaker speaker_0: So you would... You don't, you don't have any text messages from the staff agency? Maybe it has its name on it?

Speaker speaker_2: Yeah. It's, it's literally just WSI.

Speaker speaker_0: Oh, the text message, it says that as well. Um... Hmm. Let's see. What are... But I suppose this needs to be social.

Speaker speaker_2: Uh, 9312.

Speaker speaker_0: Sorry. Give me one second. Hmm. Okay. Okay, so I believe it's WorkForce. How long have you been working with them?

Speaker speaker_2: Um, I just started on Wednesday.

Speaker speaker_0: See, that's an issue, too. It could be that they're not in the system or it could be that you're working for WorkForce. Is there any way that you can give them a call and confirm the, the name? Um, just because I don't want to give you information from the wrong staff in the agency.

Speaker speaker_2: Um, yeah. Like, the name of WSI or the name of, like, where I'm working?

Speaker speaker_0: No. The, the name of WSI. Like, give them a call, um, and ask them if they have a different name that they go under or-

Speaker speaker_2: Okay.

Speaker speaker_0: ... yeah, if they have a, another name they use. Um, you can even tell them that you're, you're calling the Benefits, um, the Benefits number and-

Speaker speaker_2: Okay.

Speaker speaker_0: ... we're asking what, what the full name is.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_0: No problem. Thank you, so much, for calling. You have a great day. Bye.