

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Hudsonia Card. My name is Stephanie. How can I assist you? Hi. Uh, I received, um, like a message saying that my dad can apply for coverage. Are you guys, um, like connected with Rustela, I believe? So we're the healthcare administrators for them. Um, we don't work there, but we do administrate their healthcare benefits. Um, however, if it's regarding your dad's file, I would need permission from your dad to give you any information regarding his file, just 'cause, um, for security purposes. Uh, I understand that, but we haven't applied yet. He just wanted me to call since he doesn't speak English to like know, like the coverage details and like- Oh, we speak Spanish *f*■o you. ... how much is it monthly. Yes. So it just depends. Um, we do administrate different agencies, not just them. So different agencies offer different prices as well as different plans, but we are bilinguals as well. So your dad is welcome to call us whenever he has a chance. But he speaks Vietnamese. Oh, gotcha. So as long as we get like verbal permission, like he can just say yes, and then we could tr- you could translate it for him. But we would need, um, to get in his file and stuff like that. 'Cause like I said, different agencies have different prices, so I wouldn't be able to tell you by the top of my head. Okay. All righty. Thank you. You're welcome. Have a nice day. You too. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Hudsonia Card. My name is Stephanie. How can I assist you?

Speaker speaker_3: Hi. Uh, I received, um, like a message saying that my dad can apply for coverage. Are you guys, um, like connected with Rustela, I believe?

Speaker speaker_1: So we're the healthcare administrators for them. Um, we don't work there, but we do administrate their healthcare benefits. Um, however, if it's regarding your dad's file, I would need permission from your dad to give you any information regarding his file, just 'cause, um, for security purposes.

Speaker speaker_3: Uh, I understand that, but we haven't applied yet. He just wanted me to call since he doesn't speak English to like know, like the coverage details and like-

Speaker speaker_1: Oh, we speak Spanish *f*■o you.

Speaker speaker_3: ... how much is it monthly.

Speaker speaker_1: Yes. So it just depends. Um, we do administrate different agencies, not just them. So different agencies offer different prices as well as different plans, but we are bilinguals as well. So your dad is welcome to call us whenever he has a chance.

Speaker speaker_3: But he speaks Vietnamese.

Speaker speaker_1: Oh, gotcha. So as long as we get like verbal permission, like he can just say yes, and then we could tr- you could translate it for him. But we would need, um, to get in his file and stuff like that. 'Cause like I said, different agencies have different prices, so I wouldn't be able to tell you by the top of my head.

Speaker speaker_3: Okay. All righty. Thank you.

Speaker speaker_1: You're welcome. Have a nice day.

Speaker speaker_3: You too. Bye-bye.

Speaker speaker_1: Bye.