

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Uh, hi. I'm calling for, um, a friend who doesn't speak English. He just wanna stop his insurance if that's possible. Okay. So I'll actually have to get verbal dis- um, sorry not disclosure, verbal authorization from him to speak with you as a translator. Okay. Is he near to you that he's able to provide me that authorization? Uh, yeah. He can present his health and that's about it. Like y- the only way we can communicate is in other languages, so that's why I'm helping him out. No, no, I understand. It's just my line is recorded, so per company policy I just need to get that authorization. Yeah, yeah, yeah. Sure, sure. Yep. All right. Is he on the line right now? Yep, he's right here. Good afternoon, sir. My name is Francesca with Benefits in a Card. Do you authorize a third party to be your interpreter in this call? . Yes. All right. What staffing company does he work with? . . Search, Search Staffing. And then I need the last four of his social and his last name to locate the account. Last name is K-A-N-E. . . Just tell him when he will get me his social. But the last name is K-A... All right. . Yeah, the social is 855-35-1670. All right there. Give me one moment while the system loads it. Sorry, ma'am. All right. And then just for the purpose of the line being recorded, you have stated the member would like to cancel his policy with Search Staffing, correct? Yeah. All right. I put the request for the cancellation. Please let the member know that cancellations take seven to ten business days to process. Okay. So after today, he should be getting one or two more deductions, but it should not be three. All right. Makes sense. Thank you so much, ma'am. Of course. Was there anything else we can assist you guys with? Mm, that's about it. All right. Thank you though. Well, both of you guys have a great day and thank you so much for our interpreter for y- our member. You too. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_1: Uh, hi. I'm calling for, um, a friend who doesn't speak English. He just wanna stop his insurance if that's possible.

Speaker speaker_0: Okay. So I'll actually have to get verbal dis- um, sorry not disclosure, verbal authorization from him to speak with you as a translator.

Speaker speaker_1: Okay.

Speaker speaker_0: Is he near to you that he's able to provide me that authorization?

Speaker speaker_1: Uh, yeah. He can present his health and that's about it. Like y- the only way we can communicate is in other languages, so that's why I'm helping him out.

Speaker speaker_0: No, no, I understand. It's just my line is recorded, so per company policy I just need to get that authorization.

Speaker speaker_1: Yeah, yeah, yeah. Sure, sure. Yep.

Speaker speaker_0: All right. Is he on the line right now?

Speaker speaker_1: Yep, he's right here.

Speaker speaker_0: Good afternoon, sir. My name is Francesca with Benefits in a Card. Do you authorize a third party to be your interpreter in this call?

Speaker speaker_2: .

Speaker speaker_1: Yes.

Speaker speaker_0: All right. What staffing company does he work with?

Speaker speaker_1: .

Speaker speaker_2: .

Speaker speaker_1: Search, Search Staffing.

Speaker speaker_0: And then I need the last four of his social and his last name to locate the account.

Speaker speaker_1: Last name is K-A-N-E. .

Speaker speaker_2: .

Speaker speaker_1: Just tell him when he will get me his social. But the last name is K-A...

Speaker speaker_0: All right.

Speaker speaker_2: .

Speaker speaker_1: Yeah, the social is 855-35-1670.

Speaker speaker_0: All right there. Give me one moment while the system loads it.

Speaker speaker_1: Sorry, ma'am.

Speaker speaker_0: All right. And then just for the purpose of the line being recorded, you have stated the member would like to cancel his policy with Search Staffing, correct?

Speaker speaker_1: Yeah.

Speaker speaker_0: All right. I put the request for the cancellation. Please let the member know that cancellations take seven to ten business days to process.

Speaker speaker_1: Okay.

Speaker speaker_0: So after today, he should be getting one or two more deductions, but it should not be three.

Speaker speaker_1: All right. Makes sense. Thank you so much, ma'am.

Speaker speaker_0: Of course. Was there anything else we can assist you guys with?

Speaker speaker_1: Mm, that's about it.

Speaker speaker_0: All right.

Speaker speaker_1: Thank you though.

Speaker speaker_0: Well, both of you guys have a great day and thank you so much for our interpreter for y- our member.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye.