

## **Transcript: Francesca**

**Baez-5981286875447296-6565150501027840**

### **Full Transcript**

Thank you for calling Benefits with No Crime. My name is Francesca Hockness. How may I assist you today? Um, yeah. Uh, I was calling because I had a E- E here who is trying to get out of, um, the insurance. Okay. You can put them on the phone and we can assist them to decline. Excuse me? Yes, sir. I said you can put them on the phone and we can assist them to decline. Okay. Um, he would need a translator for . Understood. Do you still want to talk to him? Um, yes, sir. So I am going to have to talk to him due to the fact that the line is recorded. I can't process any declinations without the member on the line. Um, if you need me to get you a translator, I can place you guys on hold to get the interpreter. No. No, no, no talk. No. No come with me. Oh, no problem. Oui. Oui, oui, .

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits with No Crime. My name is Francesca Hockness. How may I assist you today?

Speaker speaker\_1: Um, yeah. Uh, I was calling because I had a E- E here who is trying to get out of, um, the insurance.

Speaker speaker\_0: Okay. You can put them on the phone and we can assist them to decline.

Speaker speaker\_1: Excuse me?

Speaker speaker\_0: Yes, sir. I said you can put them on the phone and we can assist them to decline.

Speaker speaker\_1: Okay. Um, he would need a translator for .

Speaker speaker\_0: Understood.

Speaker speaker\_1: Do you still want to talk to him?

Speaker speaker\_0: Um, yes, sir. So I am going to have to talk to him due to the fact that the line is recorded. I can't process any declinations without the member on the line. Um, if you need me to get you a translator, I can place you guys on hold to get the interpreter.

Speaker speaker\_2: No. No, no, no talk.

Speaker speaker\_1: No.

Speaker speaker\_2: No come with me.

Speaker speaker\_1: Oh, no problem. Oui.

Speaker speaker\_2: Oui, oui, .