

Transcript: Malcolm

Nash-5076872440266752-5072298971185152

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello. Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hi, Malcolm. I'm calling regard for Alicia. She's wanted to cancel her insurance with, um, Part C. Do you feel comfortable with that? And they gave her this number so she could call and cancel it. What staffing company? I'm sorry, what? What staffing company? What, Part C now? Part C. Uh-huh, part C. I need the staffing company. Part C. You said Part C? Yeah. That's not somebody we would be partnered with. They have to have a- another name. Oh. Speaking Spanish You can't look it up by that? That's not a, that's not a staffing company that we would partner with, ma'am. I would need the name of the staffing company. Also, if- Well, they gave me this number to call, that's what I'm saying. So will, so how come she can't speak for herself? Is there a language barrier? Obviously, yes. Is it Spanish, or is it... Yeah, it is. So we have, we do have Spanish reps available if she needed someone in Spanish. Because for security purposes, we'll have to- Well, go ahead and transfer me since you can't help me. No, so she, it's not that I can't help you, ma'am. But she never gave us permission- You can transfer me. ... to even speak for her. Then she would need to give authorization. Transfer me, please. Like I said, you can transfer me now. She would need to give authorization for you to speak for her, ma'am. Okay, like I said, you can transfer me now then. Speaking Spanish You mind if I put you on repost? Are you going to transfer me or do I just need to report some, you to somebody for not transferring me? I'm going to transfer you, ma'am, I have to make sure that we, we have a rep available. Okay, well, transfer me. I'm waiting.

Conversation Format

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

Speaker speaker_1: Hello.

Speaker speaker_2: Thanks for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker_1: Hi, Malcolm. I'm calling regard for Alicia. She's wanted to cancel her insurance with, um, Part C.

Speaker speaker_3: Do you feel comfortable with that?

Speaker speaker_1: And they gave her this number so she could call and cancel it.

Speaker speaker_2: What staffing company?

Speaker speaker_1: I'm sorry, what?

Speaker speaker_2: What staffing company?

Speaker speaker_1: What, Part C now? Part C.

Speaker speaker_3: Uh-huh, part C.

Speaker speaker_2: I need the staffing company.

Speaker speaker_1: Part C.

Speaker speaker_2: You said Part C?

Speaker speaker_1: Yeah.

Speaker speaker_2: That's not somebody we would be partnered with. They have to have a- another name.

Speaker speaker_1: Oh.

Speaker speaker_3: Speaking Spanish

Speaker speaker_1: You can't look it up by that?

Speaker speaker_2: That's not a, that's not a staffing company that we would partner with, ma'am. I would need the name of the staffing company. Also, if-

Speaker speaker_1: Well, they gave me this number to call, that's what I'm saying.

Speaker speaker_2: So will, so how come she can't speak for herself? Is there a language barrier?

Speaker speaker_1: Obviously, yes.

Speaker speaker_2: Is it Spanish, or is it...

Speaker speaker_1: Yeah, it is.

Speaker speaker_2: So we have, we do have Spanish reps available if she needed someone in Spanish. Because for security purposes, we'll have to-

Speaker speaker_1: Well, go ahead and transfer me since you can't help me.

Speaker speaker_2: No, so she, it's not that I can't help you, ma'am. But she never gave us permission-

Speaker speaker_1: You can transfer me.

Speaker speaker_2: ... to even speak for her. Then she would need to give authorization.

Speaker speaker_1: Transfer me, please. Like I said, you can transfer me now.

Speaker speaker_2: She would need to give authorization for you to speak for her, ma'am.

Speaker speaker_1: Okay, like I said, you can transfer me now then.

Speaker speaker_3: Speaking Spanish

Speaker speaker_2: You mind if I put you on repost?

Speaker speaker_1: Are you going to transfer me or do I just need to report some, you to somebody for not transferring me?

Speaker speaker_2: I'm going to transfer you, ma'am, I have to make sure that we, we have a rep available.

Speaker speaker_1: Okay, well, transfer me. I'm waiting.