

## **Transcript: Pamela**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Plus. This is Pamela speaking. How may I help you? Hey, what's going on? My name is Masi, but I don't have father. Happy Father's Day, mother. Excuse me, sir. I couldn't u- I couldn't understand what you were saying. Ex- So I'm here with pay for. Okay. You are the administrator for health insurance? Mm-hmm. What would you like to do? Hello? Hello? Yes. What would you like to do, sir? Yeah, I told y- I told you, it's, uh, I'm here... I'm not speaking... I'm speaking with Happy Father's Day to somebody. Do, do you speak Spanish? No, I don't. I speak Rwandan. Do you have someone to help you? Is it possible to get translator? No, we do not have it. But you are my supervisor. You are my supervisor, Dad's case manager. Well, we do have translator for Spanish, but we don't have any other language at this time, sir. But you are the case manager for my dad. Can you repeat that, please? You are case manager. I'm not understanding. I'm sorry. Uh, I say, I say you are case manager. Hello? I'm here, but I'm not understanding what you're saying. Yes. I called this number because they... Uh, I called them, uh, the health insurance. They give me- Yes, we are there. Yeah, they give them this number for the case manager. Okay. They gave you the- this number for- for wh- well, what would you like to do? Yeah, I call, I called the case manager. The case manager? Yes. But... Okay. Are you working for a staffing agency? No. We only represent, uh, a staffing agency. Yeah, but I talked to you the last two weeks. I'm so sorry, sir, but I'm not understanding. So, uh, all the past two weeks, I talk to you. Who do you work for? For Happy Father. What's the name of the staffing agency? Oh my God. It is not staffing agency. We only represent people that works for a staffing agency, sir. We are not regular health insurance. Okay.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits Center Plus. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Hey, what's going on? My name is Masi, but I don't have father. Happy Father's Day, mother.

Speaker speaker\_1: Excuse me, sir. I couldn't u- I couldn't understand what you were saying. Ex-

Speaker speaker\_2: So I'm here with pay for.

Speaker speaker\_1: Okay. You are the administrator for health insurance?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: What would you like to do? Hello?

Speaker speaker\_2: Hello?

Speaker speaker\_1: Yes. What would you like to do, sir?

Speaker speaker\_2: Yeah, I told y- I told you, it's, uh, I'm here... I'm not speaking... I'm speaking with Happy Father's Day to somebody.

Speaker speaker\_1: Do, do you speak Spanish?

Speaker speaker\_2: No, I don't. I speak Rwandan.

Speaker speaker\_1: Do you have someone to help you?

Speaker speaker\_2: Is it possible to get translator?

Speaker speaker\_1: No, we do not have it.

Speaker speaker\_2: But you are my supervisor. You are my supervisor, Dad's case manager.

Speaker speaker\_1: Well, we do have translator for Spanish, but we don't have any other language at this time, sir.

Speaker speaker\_2: But you are the case manager for my dad.

Speaker speaker\_1: Can you repeat that, please?

Speaker speaker\_2: You are case manager.

Speaker speaker\_1: I'm not understanding. I'm sorry.

Speaker speaker\_2: Uh, I say, I say you are case manager. Hello?

Speaker speaker\_1: I'm here, but I'm not understanding what you're saying.

Speaker speaker\_2: Yes. I called this number because they... Uh, I called them, uh, the health insurance. They give me-

Speaker speaker\_1: Yes, we are there.

Speaker speaker\_2: Yeah, they give them this number for the case manager.

Speaker speaker\_1: Okay. They gave you the- this number for- for wh- well, what would you like to do?

Speaker speaker\_2: Yeah, I call, I called the case manager.

Speaker speaker\_1: The case manager?

Speaker speaker\_2: Yes.

Speaker speaker\_1: But... Okay. Are you working for a staffing agency?

Speaker speaker\_2: No.

Speaker speaker\_1: We only represent, uh, a staffing agency.

Speaker speaker\_2: Yeah, but I talked to you the last two weeks.

Speaker speaker\_1: I'm so sorry, sir, but I'm not understanding.

Speaker speaker\_2: So, uh, all the past two weeks, I talk to you.

Speaker speaker\_1: Who do you work for?

Speaker speaker\_2: For Happy Father.

Speaker speaker\_1: What's the name of the staffing agency?

Speaker speaker\_2: Oh my God. It is not staffing agency.

Speaker speaker\_1: We only represent people that works for a staffing agency, sir. We are not regular health insurance.

Speaker speaker\_2: Okay.