

Transcript: Pearl

Rojas-4523521108262912-6108123354546176

Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card, my name is Pearl ... who is speaking with. Hi, Pearl. Yes, this is Ellen with Health Advocate EAP. I am transferring over to you our member Daniel Gonzalez with an interpreter on the line because I wanted to make sure I was getting him to the right place and I don't speak enough Spanish to understand. Um, so Irma is your interpreter who is on the line with you for this call. I wish you all the very best of days and I'm going to transfer now. Thank you. All righty. Thank you, Ellen. It was a pleasure. Thank you. Thank you for using our services at all. Standby. And Pearl, hi Pearl, my name is Irma, my interpreter ID is 203138 and I'll be assisting you with Mr. Daniel Gonzalez. Okay. Um, just a question here. Um, he speaks Spanish to you, correct? Yeah, he speaks Spanish. Yes, ma'am. And he works for a staffing agency? Yes. Okay. I speak Spanish as well. You can... Um, I'll, I can speak to him. I can drop off. Okay. Can I let him know that that's what's going to happen? Is that okay with you? Of course. Yeah. .

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card, my name is Pearl ... who is speaking with.

Speaker speaker_1: Hi, Pearl.

Speaker speaker_2: Yes, this is Ellen with Health Advocate EAP. I am transferring over to you our member Daniel Gonzalez with an interpreter on the line because I wanted to make sure I was getting him to the right place and I don't speak enough Spanish to understand. Um, so Irma is your interpreter who is on the line with you for this call. I wish you all the very best of days and I'm going to transfer now. Thank you.

Speaker speaker_1: All righty. Thank you, Ellen. It was a pleasure. Thank you. Thank you for using our services at all. Standby. And Pearl, hi Pearl, my name is Irma, my interpreter ID is 203138 and I'll be assisting you with Mr. Daniel Gonzalez.

Speaker speaker_0: Okay. Um, just a question here. Um, he speaks Spanish to you, correct?

Speaker speaker_1: Yeah, he speaks Spanish. Yes, ma'am.

Speaker speaker_0: And he works for a staffing agency?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. I speak Spanish as well. You can... Um, I'll, I can speak to him.

Speaker speaker_1: I can drop off. Okay. Can I let him know that that's what's going to happen? Is that okay with you?

Speaker speaker_0: Of course.

Speaker speaker_1: Yeah. .