

Transcript: Pearl

Rojas-4703230607278080-4556085430370304

Full Transcript

Yeah. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. How can I assist you? Hey, this is Alison. I'm calling for a brother. You know, he need help to cancel, you know, uh, his insurance. Okay. And I would need to speak to him in order to process that cancellation. No, he don't speak English so that's why I'm helping him, you know, to cancel that. Okay. What language does he speak? He speaks French. Okay. Bear with me one moment. We do have a translator. If you just give me one moment. All right. Well, you said he speaks French? Yeah. Is it just normal French? Canadian, Creole French? So, what do you mean, normal French? Okay. Give me one second. Let me... Give me one moment. Sir? Is it okay to speak with your brother? What? What? Can we speak with your bro... Can I speak with your brother, please? Yeah. I already told him, y- you know, his English, his English is not good, so he won't understand what you mean. So... Yes. I have an interpreter on the line that speaks French. All right. All right. You can talk. Hello? Hello. Give him my number. Yeah. I was trying to introduce you. Okay. Oui. Bonjour. ■■■ Je suis votre interprète en anglais. ■■ J'interprète tout ce que vous allez dire. S'il vous plaît veuillez parler clairement et utiliser des phrases courtes pour éviter les erreurs. Je vérifie que ce sont les chiffres. Un moment s'il vous plaît. You- you may now begin, ma'am. Bonjour. All right. What is the name of the staffing agency you work for? Okay. Uh, ■■ Quel est le nom de la compagnie? ■■ Euh... Quel est le nom du staff que, uh, que vous voulez travail? Uh, Royal Group. Je travaille à Royal Group. I'm working at Royal Group. Is that where you applied? Est-ce c'est là que vous avez appliqué? Je n'ai pas compris. Est-ce c'est là que vous avez appliqué? Oui. C'est là que je travaille en ce moment. So this is where I'm working, um, currently. Okay. I need the name of the staffing agency where you applied. Okay. J'aurais besoin du nom de, du staff, um, du staff de l'agence que vous avez appliqué. Uh. Je me suis adressé à Search, à Search, Search Staffing. Okay. I went to Search. Okay. And the last four digits of your Social? Et quels sont les quatre derniers numéros de votre carte sociale? 69-85, 69-85. It is 6985. All righty. And your name? Et quel est votre vrai nom? Je m'appelle Ousmane, Ousmane Gueye. My name is Usman. Usman G. Can you confirm your age and date of birth, please? 22 May, 2 May. Hello? You said it's 22 May? 2 May, 1997. Okay, it's 2 May 1997. 2 May 1997. Not 97, 97. All right. It is May 2nd, 1997. Already? And the address? Okay. And the address? 728. 728. Hello? Yes, I'm listening. You said 728? 728. 728. Mm-hmm. Countryside Ln. Countryside? Countryside Ln. Okay, Countryside Ln. And the city and state? And the city and state? Sydney, Ohio. Sydney, Ohio. 4365. You said 4365? 4365. 4365. Okay. The address is 726 Countryside Ln., Sydney, Ohio. 45365. Okay. And I have your phone number as 937-710-8453. Yes. I have your phone number as 937-710-8453. Is that correct? Yes. Yes. Yes, that's correct. Okay. You're wanting to decline coverage today, correct? You want to decline coverage today, correct? Yes. I want to cancel it. Yes. All righty. I declined the

coverage for you. Do you have any questions? I declined the coverage for you. Do you have any questions? Thank you very much. That's all. That's all. All right. Thank you so much for calling. You have a great day. Okay. Super. Thank you very much. Have a great day. Thank you. All right. To you too. Thank you so much. Thank you so much for helping...

Conversation Format

Speaker speaker_0: Yeah. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. How can I assist you?

Speaker speaker_1: Hey, this is Alison. I'm calling for a brother. You know, he need help to cancel, you know, uh, his insurance.

Speaker speaker_0: Okay. And I would need to speak to him in order to process that cancellation.

Speaker speaker_1: No, he don't speak English so that's why I'm helping him, you know, to cancel that.

Speaker speaker_0: Okay. What language does he speak?

Speaker speaker_1: He speaks French.

Speaker speaker_0: Okay. Bear with me one moment. We do have a translator. If you just give me one moment.

Speaker speaker_1: All right.

Speaker speaker_0: Well, you said he speaks French?

Speaker speaker_1: Yeah.

Speaker speaker_0: Is it just normal French? Canadian, Creole French?

Speaker speaker_1: So, what do you mean, normal French?

Speaker speaker_0: Okay. Give me one second. Let me... Give me one moment. Sir? Is it okay to speak with your brother?

Speaker speaker_1: What? What?

Speaker speaker_0: Can we speak with your bro... Can I speak with your brother, please?

Speaker speaker_1: Yeah. I already told him, y- you know, his English, his English is not good, so he won't understand what you mean. So...

Speaker speaker_0: Yes. I have an interpreter on the line that speaks French.

Speaker speaker_1: All right. All right. You can talk.

Speaker speaker_2: Hello?

Speaker speaker_0: Hello.

Speaker speaker_1: Give him my number.

Speaker speaker_2: Yeah. I was trying to introduce you. Okay. Oui. Bonjour. ■ ■■ Je suis votre interprète en anglais. ■ ■ J'interprète tout ce que vous allez dire. S'il vous plaît veuillez parler clairement et utiliser des phrases courtes pour éviter les erreurs. Je vérifie que ce sont les chiffres. Un moment s'il vous plaît. You- you may now begin, ma'am.

Speaker speaker_1: Bonjour.

Speaker speaker_0: All right. What is the name of the staffing agency you work for?

Speaker speaker_2: Okay. Uh, ■ ■ Quel est le nom de la compagnie? ■ ■ Euh... Quel est le nom du staff que, uh, que vous voulez travail?

Speaker speaker_1: Uh, Royal Group. Je travaille à Royal Group.

Speaker speaker_2: I'm working at Royal Group.

Speaker speaker_0: Is that where you applied?

Speaker speaker_2: Est-ce c'est là que vous avez appliqué?

Speaker speaker_1: Je n'ai pas compris.

Speaker speaker_2: Est-ce c'est là que vous avez appliqué?

Speaker speaker_1: Oui. C'est là que je travaille en ce moment.

Speaker speaker_2: So this is where I'm working, um, currently.

Speaker speaker_0: Okay. I need the name of the staffing agency where you applied.

Speaker speaker_2: Okay. J'aurais besoin du nom de, du staff, um, du staff de l'agence que vous avez appliqué.

Speaker speaker_1: Uh. Je me suis adressé à Search, à Search, Search Staffing.

Speaker speaker_2: Okay. I went to Search.

Speaker speaker_0: Okay. And the last four digits of your Social?

Speaker speaker_2: Et quels sont les quatre derniers numéros de votre carte sociale?

Speaker speaker_1: 69-85, 69-85.

Speaker speaker_2: It is 6985.

Speaker speaker_0: All right. And your name?

Speaker speaker_2: Et quel est votre vrai nom?

Speaker speaker_1: Je m'appelle Ousmane, Ousmane Gueye.

Speaker speaker_2: My name is Usman. Usman G.

Speaker speaker_3: Can you confirm your age and date of birth, please?

Speaker speaker_2: 22 May, 2 May. Hello? You said it's 22 May? 2 May, 1997. Okay, it's 2 May 1997. 2 May 1997. Not 97, 97. All right. It is May 2nd, 1997.

Speaker speaker_3: Already? And the address?

Speaker speaker_2: Okay. And the address? 728. 728. Hello? Yes, I'm listening. You said 728? 728. 728. Mm-hmm. Countryside Ln. Countryside? Countryside Ln. Okay, Countryside Ln.

Speaker speaker_3: And the city and state?

Speaker speaker_2: And the city and state? Sydney, Ohio. Sydney, Ohio. 4365. You said 4365? 4365. 4365. Okay. The address is 726 Countryside Ln., Sydney, Ohio. 45365.

Speaker speaker_3: Okay. And I have your phone number as 937-710-8453.

Speaker speaker_2: Yes. I have your phone number as 937-710-8453. Is that correct? Yes. Yes. Yes, that's correct.

Speaker speaker_3: Okay. You're wanting to decline coverage today, correct?

Speaker speaker_2: You want to decline coverage today, correct? Yes. I want to cancel it. Yes.

Speaker speaker_3: All right. I declined the coverage for you. Do you have any questions?

Speaker speaker_2: I declined the coverage for you. Do you have any questions? Thank you very much. That's all. That's all.

Speaker speaker_3: All right. Thank you so much for calling. You have a great day.

Speaker speaker_2: Okay. Super. Thank you very much. Have a great day. Thank you. All right. To you too. Thank you so much.

Speaker speaker_3: Thank you so much for helping...