

## **Transcript: Pearl**

**Rojas-5853070872231936-4928776092729344**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Mr. Almez? Hello. Mr. Almez? Yes. Hi, my name is Pearl. I'm calling from Benefits in a Card on behalf of your staffing agency, H... the Hospitality Staffing Solutions. Hey, I'm not speaking... Do you have an interpreter, please? What language do you speak? Creole French. Oh, uh, we don't have an interpreter. Um, it's about medical coverage. You wanted to enroll in medical? Oh, no medical. Eh, eh, eh, sick, eh... Medic... It's just medical. Eh, you signed up for medical, dental, vision, life insurance. No, under this me... You don't want the coverage? No. Okay. Thank you so much for attending my call. No. Okay .

### **Conversation Format**

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

Speaker speaker\_1: Mr. Almez?

Speaker speaker\_2: Hello.

Speaker speaker\_1: Mr. Almez?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Hi, my name is Pearl. I'm calling from Benefits in a Card on behalf of your staffing agency, H... the Hospitality Staffing Solutions.

Speaker speaker\_2: Hey, I'm not speaking... Do you have an interpreter, please?

Speaker speaker\_1: What language do you speak?

Speaker speaker\_2: Creole French.

Speaker speaker\_1: Oh, uh, we don't have an interpreter. Um, it's about medical coverage. You wanted to enroll in medical?

Speaker speaker\_2: Oh, no medical. Eh, eh, eh, sick, eh... Medic... It's just medical.

Speaker speaker\_1: Eh, you signed up for medical, dental, vision, life insurance.

Speaker speaker\_2: No, under this me...

Speaker speaker\_1: You don't want the coverage?

Speaker speaker\_2: No.

Speaker speaker\_1: Okay. Thank you so much for attending my call.

Speaker speaker\_2: No. Okay .