

Transcript: Pearl

Rojas-6624758172270592-4961392752115712

Full Transcript

Thank you for calling... Your call is being monitored or recorded for quality assurance purposes. I'm sorry, I didn't get that. Please speak or enter your seven-digit client ID. 817-9425. Is that correct? Say yes- Yes. ... or press one, or say no... Welcome, which language would you like interpreted? For French, press or say one. For French Canadian, press or say two. For French Creole, press or say three. You have selected French Creole. Did I get that correct? Yes. Please hold while I locate your interpreter. Hello, this is your Haitian Creole interpreter, number 400263. Please speak clearly and use short phrases. And to ensure accuracy, I will verify all numbers. May I have the... Oh, how may I help you today? Well, my name is Pearl with Benefits in a Card and I just need assistance with my member on the line as far as dental coverage. His name is Demini. Are we happy to help you? Let me know and I can introduce myself. You go ahead. . Okay. That's all. Okay. Merci beaucoup. C'est déjà un plaisir. May I now begin? Um, how can I assist you today? Kom an m kay y d o je w diyen. Okay. Siv ou plè mwen relee Staffi Nastik pou yon ansevis alòw. On ka kontinye? So, I'm calling regarding a service. Okay. What's the name of the staffing agency you work for? Ke nan e Staffo Trava y Boule? Staffi Nastik sej. Sej. And the last four digits of your social? E kat banyen numewo sisyal ou? Okay. 5149. 5149. Okay, and if you can confirm your address and date of birth. Pa konfimi adres w avèk dato sevi mwen? Okay. Ades mwen se 1918, Runaway Bay Drive. Adal kòm mwen? 1918 Runaway, C-R-U-N-A-W-A-Y, Bay, B-A-Y, D-R. Se 1918 Runaway Bay Drive? Yes. And the city and state? E vilan san avèk stipla? Indira Police in Ghana. And your date of birth? En gyana. En gyana. Te vi dato fet. Okay. 7, 7 jawen 1989. June 7th, 1989. Okay. And I have your phone number as 321-429-5257. Pè m gen dat... e numewo telefòn ou ki se 321-429-5257, sa a? Oui. Mais estou ka modifiye I to, siv w plè. Yes, and can I update it? Of course, what is that new number? Yes, kiyè nouvo numewo. Okay. 689... Allo? Sa dure. Okay. 689-251-3582. 689-251-3582. Mm-hmm. And I have your email address as your last name, your first name, 89 at gmail.com. Pè mwen gen imew lo ki se n on e pi atwov ensa... se sign at sou, pren on, atwov ensa gmail.com? Oui, oui, oui, oui. Yes. Okay. And I have you enrolled in a preventative health plan? Well, I don't have all this information. The email you provided is bad. The phone number is okay. Okay, so what do you want to do today? You called for assistance with what? So, I'm calling to terminate the insurance that I have because I already have an insurance, so I don't need another one. Okay, I can definitely do that. Cancellations take one to two weeks to process, so you may see one or two deductions, but at most, it'd be two. And how will I know if it's, uh, terminated? Will you send me a message to the phone number I provided you? Um, no, we don't send out text messages. You could either check your check stub to see if the deduction stopped after two weeks, or give us a call and check. All right. Do you have any other questions? No, . No, thanks a lot. All right, thank you so much for calling. You have a great day. Anything else that

the interpreter can help you with? Nope, that's it. Thank you so much for assisting. For using our services. Have a good one. You as well. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling... Your call is being monitored or recorded for quality assurance purposes. I'm sorry, I didn't get that. Please speak or enter your seven-digit client ID. 817-9425. Is that correct? Say yes-

Speaker speaker_1: Yes.

Speaker speaker_0: ... or press one, or say no... Welcome, which language would you like interpreted? For French, press or say one. For French Canadian, press or say two. For French Creole, press or say three. You have selected French Creole. Did I get that correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Please hold while I locate your interpreter.

Speaker speaker_2: Hello, this is your Haitian Creole interpreter, number 400263. Please speak clearly and use short phrases. And to ensure accuracy, I will verify all numbers. May I have the... Oh, how may I help you today?

Speaker speaker_0: Well, my name is Pearl with Benefits in a Card and I just need assistance with my member on the line as far as dental coverage. His name is Demini.

Speaker speaker_2: Are we happy to help you? Let me know and I can introduce myself.

Speaker speaker_0: You go ahead.

Speaker speaker_3: .

Speaker speaker_2: Okay. That's all. Okay. Merci beaucoup. C'est déjà un plaisir. May I now begin?

Speaker speaker_0: Um, how can I assist you today?

Speaker speaker_3: Kom an m kay y d o je w diyen. Okay. Siv ou plè mwen relee Staffi Nastik pou yon ansevis alòw. On ka kontinye? So, I'm calling regarding a service.

Speaker speaker_0: Okay. What's the name of the staffing agency you work for?

Speaker speaker_3: Ke nan e Staffo Trava y Boule? Staffi Nastik sej. Sej.

Speaker speaker_0: And the last four digits of your social?

Speaker speaker_3: E kat banyen numewo sisyal ou? Okay. 5149. 5149.

Speaker speaker_0: Okay, and if you can confirm your address and date of birth.

Speaker speaker_3: Pa konfimi adres w avèk dato sevi mwen? Okay. Ades mwen se 1918, Runaway Bay Drive. Adal kòm mwen? 1918 Runaway, C-R-U-N-A-W-A-Y, Bay, B-A-Y, D-R. Se 1918 Runaway Bay Drive? Yes.

Speaker speaker_0: And the city and state?

Speaker speaker_3: E vilan san avèk stipla? Indira Police in Ghana.

Speaker speaker_0: And your date of birth?

Speaker speaker_3: En gyana. En gyana. Te vi dato fet. Okay. 7, 7 jawen 1989. June 7th, 1989.

Speaker speaker_0: Okay. And I have your phone number as 321-429-5257.

Speaker speaker_3: Pè m gen dat... e numewo telefòn ou ki se 321-429-5257, sa a? Oui. Mais estou ka modifiye l to, siv w plè. Yes, and can I update it?

Speaker speaker_0: Of course, what is that new number?

Speaker speaker_3: Yes, kiyè nouvo numewo. Okay. 689... Allo? Sa dure. Okay. 689-251-3582. 689-251-3582.

Speaker speaker_0: Mm-hmm. And I have your email address as your last name, your first name, 89 at gmail.com.

Speaker speaker_3: Pè mwen gen imew lo ki se n on e pi atwov ensa... se sign at sou, pren on, atwov ensa gmail.com? Oui, oui, oui, oui. Yes.

Speaker speaker_0: Okay. And I have you enrolled in a preventative health plan?

Speaker speaker_2: Well, I don't have all this information. The email you provided is bad. The phone number is okay.

Speaker speaker_4: Okay, so what do you want to do today? You called for assistance with what?

Speaker speaker_2: So, I'm calling to terminate the insurance that I have because I already have an insurance, so I don't need another one.

Speaker speaker_4: Okay, I can definitely do that. Cancellations take one to two weeks to process, so you may see one or two deductions, but at most, it'd be two.

Speaker speaker_2: And how will I know if it's, uh, terminated? Will you send me a message to the phone number I provided you?

Speaker speaker_4: Um, no, we don't send out text messages. You could either check your check stub to see if the deduction stopped after two weeks, or give us a call and check.

Speaker speaker_2: All right.

Speaker speaker_4: Do you have any other questions?

Speaker speaker_5: No, .

Speaker speaker_2: No, thanks a lot.

Speaker speaker_4: All right, thank you so much for calling. You have a great day.

Speaker speaker_2: Anything else that the interpreter can help you with?

Speaker speaker_4: Nope, that's it. Thank you so much for assisting.

Speaker speaker_2: For using our services. Have a good one.

Speaker speaker_4: You as well. Bye-bye.