

Transcript: Sara

Marulanda-4600809286746112-6286127299772416

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card . My name is Sarah, may I have your name please? Gerardo Trevino. Hello, Mr. Trevino. How may I help you? Uh, the, the agency where I work for, the 8... Work Agency Staffing, uh, sent me this number, uh, I guess to provide my card for my payment with you guys. Okay, I'm sorry, what staffing are you working with? Personnel, Health and Human Personnel. Health and Human Personnel? Yes, mm-hmm. Okay. Okay, so you say you're working with them and you're calling to, to enroll? They're g- they gave me a card, a RapidCard, and they're going to put my money on their card, so they... I guess I got to call you guys or I don't know. Okay. I don't know if you understand. Well, yes- Or do I, or I will have to talk to you guys. Okay, we are- If I don't, I mean... Okay, um, do you ex- you speak Spanish? Yes, I do. Do you prefer for us to speak in Spanish? No, I prefer English but if you... I can speak Spanish but just some words I really don't understand. Okay, that's okay we can keep going on English. Okay, we are the healthcare administrators. We're not, um, like your HR department. For any kind of payments through a card, you have to contact HR department. We are just for the, like, PR insurance. Oh, okay, then I don't need it then. I'm sorry, I don't need no health insurance. I got my own health insurance. It's okay. It's okay. All right, thank you so much. Don't worry about it. All right, bye-bye. You're more than welcome. Okay, mm, bye-bye. Bye-bye. Bye-bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card . My name is Sarah, may I have your name please? Gerardo Trevino. Hello, Mr. Trevino. How may I help you? Uh, the, the agency where I work for, the 8... Work Agency Staffing, uh, sent me this number, uh, I guess to provide my card for my payment with you guys. Okay, I'm sorry, what staffing are you working with? Personnel, Health and Human Personnel. Health and Human Personnel? Yes, mm-hmm. Okay. Okay, so you say you're working with them and you're calling to, to enroll? They're g- they gave me a card, a RapidCard, and they're going to put my money on their card, so they... I guess I got to call you guys or I don't know. Okay. I don't know if you understand. Well, yes- Or do I, or I will have to talk to you guys. Okay, we are- If I don't, I mean... Okay, um, do you ex- you speak Spanish? Yes, I do. Do you prefer for us to speak in Spanish? No, I prefer English but if you... I can speak Spanish but just some words I really don't understand. Okay, that's okay we can keep going on English. Okay, we are the healthcare administrators. We're not, um, like your HR department. For any kind of payments through a card, you have to contact HR

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