

## Transcript: Sara

**Marulanda-5966740039581696-6020782740652032**

### Full Transcript

Gracias por comunicarse con Beneficion de Cara. Le habla, Sara. Su nombre, por favor. Mi nombre es Fefe Charles. Perdon, Charles? Mi nombre, yes. Mi nombre es Fefe Charles. Hello, Charles, how may I help you? Okay. Okay. Do you prefer me to speak with you in English or in Spanish? Okay, no problem. Whatever language is you want to use to speak with you and no problem. So my name is Fefe and I'm working in PSA company, so I need an insurance, eh, card, but I don't know how can you help me get it. Okay, let me find your account first. You said you are with what company? PSA Company. C-S-A Company? What is the name of the company again, I'm sorry? Hello? Hello? Hello. Hi, yes. What is the name of the company? PSA. PSA? P-S-Tech. Tech. PSA Company. Okay, give me a minute. I'm trying to find it. Mm-hmm. But I want you help me get a new insurance card. Yes, I'm gonna help you with that but first I have to find the, the company name. Can you spell that for me, please? N-T-S-T-E-C-H. Ps tech. Hold on. My friend? Yes, hold on. Will you give me a minute, please? My friend. I'm trying to look for it. Give me just a minute. Okay. Hello, Mr. Fefe? Yes, I am here. Okay, I, I cannot find it with that number. Sometimes they have different numbers or aliases. Can you verify the name? Okay, I have a new phone number. What is the n- the phone number? The last is, um... Let's see. Um, 930220. Okay, 930220. What of? Uh-huh, and... 41. Okay. 3, 4. 4134. Okay, eh, no, nothing coming up as well. And which one is your previous phone number? But I, I, I... Okay, sorry. I forgot the, the last phone number. So I have a new phone number but I remember the new num- my phone number but I forgot the last phone number. Okay, but, but Mr. Fefe, listen to me. I need to find the company first. I need the correct na-name for the company. Without the company, I cannot find you on the system. Okay, no problem. So I was going in that company search to change my phone number because I think they have my new phone number. Yeah. Okay, so the name of the company is Surge. Surge and Company. It is Surge. Yeah, yeah. Surge and Company. Oh, okay. And may I have the last four of your social, please? Uh, the last... Okay. The last social number? The last four n- the last four digits of your Social Security Number. 7929. 7929. May I have a minute, please? I'm looking for you. Thank you. Okay, Mr. Charles. You got it? Yes, I got it. And just for security purposes can you please verify your address and date of birth? Uh, I have the same address, so, mm, I'm living in Park Forest Court 4545. Okay. And- Apartment. ... your date of birth? Uh-huh. Apartment D. And your date of birth, sir? What? No, what I say is your date of birth. When is your birthday? Mm, December 25th. What year? '89. Thank you. And is your email, fefecharles488@gmail.com? Fe-fe char... Oh, yes, yes. And is your phone number 930-220-0142? Is that correct? Not exactly. I'm so sorry. Okay. It's okay. Thank you very much. All right, thank you. Okay, Mr. Charles, you are enrolled on MC 00008 which is a preventive care plan. I'm going to send you that ID card. Okay, sir? Okay, okay. When you will send me that for me, please? I'm going to send it to your email right now. Okay, thank you.

Thank you. Miss. I'm going to... What I'm going to do is, I'm going to put you on hold for a minute while I do that. Okay? I'll be right back with you. Please don't disconnect the call. Okay. Thank you so much. You're welcome. I'll be right back. All right. All right. Hey, what's going on? Good night.

## Conversation Format

Speaker None: Gracias por comunicarse con Beneficencia de Caridad. Le habla, Sara. Su nombre, por favor. Mi nombre es Fefe Charles. Perdon, Charles? Mi nombre, yes. Mi nombre es Fefe Charles. Hello, Charles, how may I help you? Okay. Okay. Do you prefer me to speak with you in English or in Spanish? Okay, no problem. Whatever language is you want to use to speak with you and no problem. So my name is Fefe and I'm working in PSA company, so I need an insurance, eh, card, but I don't know how can you help me get it. Okay, let me find your account first. You said you are with what company? PSA Company. C-S-A Company? What is the name of the company again, I'm sorry? Hello? Hello? Hello. Hi, yes. What is the name of the company? PSA. PSA? P-S-Tech. Tech. PSA Company. Okay, give me a minute. I'm trying to find it. Mm-hmm. But I want you help me get a new insurance card. Yes, I'm gonna help you with that but first I have to find the, the company name. Can you spell that for me, please? N-T-S-T-E-C-H. Ps tech. Hold on. My friend? Yes, hold on. Will you give me a minute, please? My friend. I'm trying to look for it. Give me just a minute. Okay. Hello, Mr. Fefe? Yes, I am here. Okay, I, I cannot find it with that number. Sometimes they have different numbers or aliases. Can you verify the name? Okay, I have a new phone number. What is the n- the phone number? The last is, um... Let's see. Um, 930220. Okay, 930220. What of? Uh-huh, and... 41. Okay. 3, 4. 4134. Okay, eh, no, nothing coming up as well. And which one is your previous phone number? But I, I, I... Okay, sorry. I forgot the, the last phone number. So I have a new phone number but I remember the new num- my phone number but I forgot the last phone number. Okay, but, but Mr. Fefe, listen to me. I need to find the company first. I need the correct na-name for the company. Without the company, I cannot find you on the system. Okay, no problem. So I was going in that company search to change my phone number because I think they have my new phone number. Yeah. Okay, so the name of the company is Surge. Surge and Company. It is Surge. Yeah, yeah. Surge and Company. Oh, okay. And may I have the last four of your social, please? Uh, the last... Okay. The last social number? The last four n- the last four digits of your Social Security Number. 7929. 7929. May I have a minute, please? I'm looking for you. Thank you. Okay, Mr. Charles. You got it? Yes, I got it. And just for security purposes can you please verify your address and date of birth? Uh, I have the same address, so, mm, I'm living in Park Forest Court 4545. Okay. And- Apartment. ... your date of birth? Uh-huh. Apartment D. And your date of birth, sir? What? No, what I say is your date of birth. When is your birthday? Mm, December 25th. What year? '89. Thank you. And is your email, fefecharles488@gmail.com? Fe-fe char... Oh, yes, yes. And is your phone number 930-220-0142? Is that correct? Not exactly. I'm so sorry. Okay. It's okay. Thank you very much. All right, thank you. Okay, Mr. Charles, you are enrolled on MC 00008 which is a preventive care plan. I'm going to send you that ID card. Okay, sir? Okay, okay. When you will send me that for me, please? I'm going to send it to your email right now. Okay, thank you. Thank you. Miss. I'm going to... What I'm going to do is, I'm going to put you on hold for a

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