

## **Transcript: Sara**

**Marulanda-6453991910883328-6079716985094144**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hi, may I speak with uh, ??????. Yes. Hi, um, this is Benefits in a Cart calling on behalf of Focus Workforce Management. I need an interpreter, no English. Okay, so you only speak English. What language do you speak? Rwanda. Okay, I cannot help you with that. Um, just to let you know then as your coverage is gonna be changed for employee only, your healthcare insurance. So you will need to call us with an interpreter if you wanna keep the insurance for employee plus family, because we don't have the family information. Okay? Okay. You wanna write down our phone number? Yes. Okay, it's 800-497-4856. Mm-hmm. All righty. Uh, so thank you for answer our call. Have a wonderful day. Okay. Okay, bye-bye. Bye. I'll get that. I'll get that. ?■?

### **Conversation Format**

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Hi, may I speak with uh, ??????. Yes. Hi, um, this is Benefits in a Cart calling on behalf of Focus Workforce Management. I need an interpreter, no English. Okay, so you only speak English. What language do you speak? Rwanda. Okay, I cannot help you with that. Um, just to let you know then as your coverage is gonna be changed for employee only, your healthcare insurance. So you will need to call us with an interpreter if you wanna keep the insurance for employee plus family, because we don't have the family information. Okay? Okay. You wanna write down our phone number? Yes. Okay, it's 800-497-4856. Mm-hmm. All righty. Uh, so thank you for answer our call. Have a wonderful day. Okay. Okay, bye-bye. Bye. I'll get that. I'll get that. ?■?