

Transcript: VICTORIA

Taylor-4533165993672704-6197193157558272

Full Transcript

Your call has been forwarded to voic- Your call may be monitored or recorded for quality assurance purposes. Hello? Hello. Hello? Hello? Hi, is this Mr. Francois? Oui, Mr. Francois. Hi, uh, this is Victoria. I'm with Benefits and a Card. We administer the, uh, medical insurance for Hospitality Staffing Solutions. Oh, um, yeah, please, uh... text me, please. I don't have a way to text you. Oh, yeah. Uh... I don't speak English. I'm try English. I understand but no, no speak English. All right? Okay. What language do you speak? Hmm... Oh, I, I speak French. Right? Okay. French, Creole, yeah. Mm-hmm. Okay, do you speak French or do you speak Creole? Yeah, I speak French, Creole... and Creole, yeah. Mm-hmm. Which one would you prefer? I can get a interpreter. Um, oh, uh, Creole many, eh... I translate, I Google, uh... I give your, um, your answer. Okay? Mm-hmm. Now text me and I'll text you, all right? Sir, I don't have a way to text you. I can get a interpreter that speaks French Creole. Yes. Okay, give me- I speak French. Yes. Mm-hmm. Go ahead. Okay, give me one second. All right. All right. Is everyone still here? Hello? Hello. Bonjour. Okay. Okay. You may now begin. Okay. Hey. So my name is Victoria. I'm with Benefits and a Card. We administer the medical insurance for Hospitality Staffing Solutions. Okay, um, uh, eh, bonjour. Victoria. Benefits, uh, Benefits and Card. Victoria. Um, um, I'm calling because you filled out a enrollment form for the medical insurance, um, but on the enrollment form, you did select to enroll into one of the medical plans being offered, and you also selected to decline. So I'm calling to verify if you would like to enroll or not. Um, um, um. Okay, so I don't think... Uh, I don't remember a kind of thing. Okay? So, I remember I went to, uh, to an hospital, okay, to do, like, uh, some tests and they take, they take, uh, my medical card, okay, but they told me it was refused. So, uh, because, like, the card is not active, okay? So, uh, until now, I don't have any-- anyone, okay, who can help me to activate it. Okay, I think there might be... might be some miscommunication. So this is for the medical insurance being offered through the staffing agency, Hospitality Staffing Solutions. Um- Yes. ... this form that I'm looking at, you signed and dated on the 21st of March. Um, and this is the medical insurance that the staffing agency offers. So I'm calling to verify if you would like to enroll into the insurance they offer or if you're wanting to decline coverage. Okay, okay, okay. Okay, and then qui c'est et mec, okay, ça veut dire pour capable d'être en bonne santé, on nous dit tout que ARX, okay, et puis plan ça, il couvre plan santé préventif à 100%. En tant que, comme ce que vous capable toujours d'aider, et bien, il y a un réseau et plusieurs plans, et bien, c'est quelque bagage comme examen physique et que de fait chaque année, et que quelque vaccination ou encore comme ce que dépistage de prévention à 100% d'eau, ou bien avec condition que vous êtes capable de toujours aider dans le réseau et que multiplanent. Ok? Et bien, c'est ça. Comme c'est que li vini avec un plan, ou encore li vini avec un souscription, ou encore un abonnement à RX, OK, qui est gratis. Ok, mais qui fait un plan prescription, OK, et également tout, comme c'est que fait

livraison, comme c'est que avec soin hygiénique. Ok, ok. Juste. Bon, je crois que c'est pour toi que yo j'avais numéro deux, c'est dans agence de mentalité, mental de activité, et qui finit. C'est que yo vraiment, yo t'es réponsément, yo ban ma, yo ban badge, Yo travaille là-dedans. Je ne sais pas si c'était toujours le même programme parce que je parlais de l'agencé. Ok, so... I think maybe it was that. It was in an agency. I went to look for a job. I was already get everything. They gave me a T-shirt and they gave me some of the things. But I don't know if that's what you were talking about. But since now, they never called me for the job. Ok. We only administer the medical insurance that the staffing agency offers. So I am unsure if they are going to hire you for the job or not. You will need to speak to them directly about that. If you would like, we can decline coverage for now. And if you do get hired on, you will still have 30 days from the date of your first check to get enrolled, and you can call us back to do so. Ok, and then, as I said, we only manage medical insurance that the staffing agency offers. So I am unsure if they are going to hire you for the job or not. You will need to speak to them directly about that. If you would like, we can decline coverage for now. And if you do get hired on, you will still have 30 days from the date of your first check to get enrolled, and you can call us back to do so. Okay, et bien, même que moi, je dis là, nous seulement, est géré par l'assurance médicale, ok, que l'agence là, et bien, comme si l'agence de recrutement, comme ce que lui est proposé. Je ne sais pas si s'il y a quelque chose qui est capable, comme c'est que prendre, ou encore embaucher au poste là, mais vous parlez directement avec lui. Toutefois, pour ce que c'est ça, il faut être capable de refuser le plan couvertia pour le moment. Et si tu es... Et prend pour capable de travailler là, eh bien, tu es capable de gagner encore 30 jours à côté de la date du premier échec où tu es capable de retourner le numéro. On est capable de faire ça, ok? Eh bien, d'accord, pas de problème. Merci. Merci tout. Ok, so that's okay, no problem. Thank you so much. Thank you. You have a wonderful day. All right. Is there anything I can assist you with today? No, sir. Thank you so much. All right. Please note our service is about to disconnect. Have a good day. Bye.

Conversation Format

Speaker speaker_0: Your call has been forwarded to voic-

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_2: Hello? Hello. Hello? Hello? Hi, is this Mr. Francois? Oui, Mr. Francois. Hi, uh, this is Victoria. I'm with Benefits and a Card. We administer the, uh, medical insurance for Hospitality Staffing Solutions. Oh, um, yeah, please, uh... text me, please. I don't have a way to text you. Oh, yeah. Uh... I don't speak English. I'm try English. I understand but no, no speak English. All right? Okay. What language do you speak? Hmm... Oh, I, I speak French. Right? Okay. French, Creole, yeah. Mm-hmm. Okay, do you speak French or do you speak Creole? Yeah, I speak French, Creole... and Creole, yeah. Mm-hmm. Which one would you prefer? I can get a interpreter. Um, oh, uh, Creole many, eh... I translate, I Google, uh... I give your, um, your answer. Okay? Mm-hmm. Now text me and I'll text you, all right? Sir, I don't have a way to text you. I can get a interpreter that speaks French Creole. Yes. Okay, give me- I speak French. Yes. Mm-hmm. Go ahead. Okay, give me one second. All right. All right. Is everyone still here?

Speaker speaker_3: Hello?

Speaker speaker_2: Hello. Bonjour.

Speaker speaker_3: Okay. Okay.

Speaker speaker_2: You may now begin.

Speaker speaker_3: Okay.

Speaker speaker_2: Hey. So my name is Victoria. I'm with Benefits and a Card. We administer the medical insurance for Hospitality Staffing Solutions. Okay, um, uh, eh, bonjour. Victoria. Benefits, uh, Benefits and Card. Victoria. Um, um, I'm calling because you filled out a enrollment form for the medical insurance, um, but on the enrollment form, you did select to enroll into one of the medical plans being offered, and you also selected to decline. So I'm calling to verify if you would like to enroll or not.

Speaker speaker_4: Um, um, um. Okay, so I don't think... Uh, I don't remember a kind of thing. Okay? So, I remember I went to, uh, to an hospital, okay, to do, like, uh, some tests and they take, they take, uh, my medical card, okay, but they told me it was refused. So, uh, because, like, the card is not active, okay? So, uh, until now, I don't have any-- anyone, okay, who can help me to activate it.

Speaker speaker_2: Okay, I think there might be... might be some miscommunication. So this is for the medical insurance being offered through the staffing agency, Hospitality Staffing Solutions. Um-

Speaker speaker_4: Yes.

Speaker speaker_2: ... this form that I'm looking at, you signed and dated on the 21st of March. Um, and this is the medical insurance that the staffing agency offers. So I'm calling to verify if you would like to enroll into the insurance they offer or if you're wanting to decline coverage.

Speaker speaker_4: Okay, okay, okay.

Speaker speaker_5: Okay, and then qui c'est et mec, okay, ça veut dire pour capable d'être en bonne santé, on nous dit tout que ARX, okay, et puis plan ça, il couvre plan santé préventif à 100%. En tant que, comme ce que vous capable toujours d'aider, et bien, il y a un réseau et plusieurs plans, et bien, c'est quelque bagage comme examen physique et que de fait chaque année, et que quelque vaccination ou encore comme ce que dépistage de prévention à 100% d'eau, ou bien avec condition que vous êtes capable de toujours aider dans le réseau et que multiplient. Ok? Et bien, c'est ça. Comme c'est que li vini avec un plan, ou encore li vini avec un souscription, ou encore un abonnement à RX, OK, qui est gratis. Ok, mais qui fait un plan prescription, OK, et également tout, comme c'est que fait livraison, comme c'est que avec soin hygiénique. Ok, ok. Juste. Bon, je crois que c'est pour toi que yo j'avais numéro deux, c'est dans agence de mentalité, mental de activité, et qui finit. C'est que yo vraiment, yo t'es répondement, yo ban ma, yo ban badge, Yo travaille là-dedans. Je ne sais pas si c'était toujours le même programme parce que je parlais de l'agencé. Ok, so...

Speaker speaker_4: I think maybe it was that. It was in an agency. I went to look for a job. I was already get everything. They gave me a T-shirt and they gave me some of the things. But I don't know if that's what you were talking about. But since now, they never called me for the job.

Speaker speaker_2: Ok. We only administer the medical insurance that the staffing agency offers. So I am unsure if they are going to hire you for the job or not. You will need to speak to them directly about that. If you would like, we can decline coverage for now. And if you do get hired on, you will still have 30 days from the date of your first check to get enrolled, and you can call us back to do so.

Speaker speaker_5: Ok, and then, as I said, we only manage medical insurance that the staffing agency offers. So I am unsure if they are going to hire you for the job or not. You will need to speak to them directly about that. If you would like, we can decline coverage for now. And if you do get hired on, you will still have 30 days from the date of your first check to get enrolled, and you can call us back to do so. Okay, et bien, même que moi, je dis là, nous seulement, est géré par l'assurance médicale, ok, que l'agence là, et bien, comme si l'agence de recrutement, comme ce que lui est proposé. Je ne sais pas si s'il y a quelque chose qui est capable, comme c'est que prendre, ou encore embaucher au poste là, mais vous parlez directement avec lui. Toutefois, pour ce que c'est ça, il faut être capable de refuser le plan couvertia pour le moment. Et si tu es... Et prend pour capable de travailler là, eh bien, tu es capable de gagner encore 30 jours à côté de la date du premier échec où tu es capable de retourner le numéro. On est capable de faire ça, ok? Eh bien, d'accord, pas de problème. Merci. Merci tout.

Speaker speaker_4: Ok, so that's okay, no problem.

Speaker speaker_5: Thank you so much.

Speaker speaker_2: Thank you. You have a wonderful day.

Speaker speaker_5: All right. Is there anything I can assist you with today?

Speaker speaker_2: No, sir. Thank you so much.

Speaker speaker_5: All right. Please note our service is about to disconnect. Have a good day. Bye.