

Transcript: VICTORIA

Taylor-4606928190881792-5508580993318912

Full Transcript

Thank you for calling Benefits on a Card., this is Victoria. How can I help you? Hi, Victoria. My name is Katie and I'm helping, um, uh, Moataz Al-Hozouri with his app, like pre-employment application for a job. Um, and he's filling out the benefits and insurance, um, section. It had this number on it to call. Um, he has very limited English proficiency and I just wanted to do this correctly. Um, sorry, I don't know if this is making any sense but, um, yeah, I'm trying to help someone fill out his benefits and neither of us really understand what's going on. So, just any help you can give us. Okay. Um, I would need to speak with him. Okay. Um, he doesn't speak English at all. That's fine. We have a translator service. Oh, okay. Um, he speaks Arabic. Is there an Arabic translator? Um, give me one second. . Yes, we do have an Arabic translator. Um, give me just a few minutes so I can get them on the line, um, and then I will be right back. Okay. Thank you so much. You're welcome. Thank you. Okay. Is everyone here? Hello? Hello. A Okay. Uh, what is the name of the agency you work for? Mm, I don't know the name of it. It's either in English. I don't know the name. . Okay. There's a lady who can... She can tell you in English what it is. Okay. Okay, that's fine. Um, what is the last four of your social? Okay. . Yes. Okay. 1224. And your first and last name? Moataz Al-Hozouri. Moataz Al-Hozouri. Okay. Uh, do you mind spelling the first name for me? . . I don't know English. Um... Okay. Is it okay if I spell it out? Uh, yeah, that's fine. Okay. It's, um, M-O-A-T-A-Z. And I can spell the last name as well. Was that M-O-A-T-A-Z? Correct. Okay, and then- And, uh, a Z, Z as in zebra, not V as in Victor. Z. Test. My bad, sorry. Okay, and the last name again? Yeah, it's, um, A-L-H-A-Z-O-U-R-I. A-L-H-A, Z as in zebra, O-U-R-I? Yes, ma'am, that's correct. Okay, what's the name of the staffing agency? It is Hospitality Staffing Solutions LLC. Has he received his first paycheck yet? Um, can you ask that in Arabic? Uh, . . No, not yet. I, I just apply with them. Okay, um, so in that case, I will have to make a file for you in our system, but do you know what's being offered, or what you might be interested in? . . Cleaning, cleaning the, uh, hotels' room. I'm sorry? Cleaning the hotels' room. Okay. Um, so I was, I was wondering if, if you know what, uh, medical insurance is being offered through your employer, or what you might wanna enroll into. Uh, . . Ah. No, they did not offer me any medical insurance. I have, uh, from the state. . . Humana, Humana insurance, I have. Yeah, Humana. . Yeah, they did not offer me any, uh, medical insurance. I am, as a refugee, I have the insurance from the, uh, government, from the state. Okay, so, um, I, I guess I'm a little confused. What exactly did you need help with? Because we administer the medical insurance for your employer. Hi, ma'am. I'm so sorry. I'm just trying to fill out... Go through the forms with him, and there was... Is an enrollment form? Um, but if I just click, "No Coverage, I choose not to participate," are we good then? Yeah. fno coverage. Okay. I'm so sorry about this, ma'am. Both of you. No, you're fine. You have a wonderful day. Thank you. You too. Thank you. Bye-bye. Bye. Anything else for the interpreter, ma'am? Uh, no, thank you. Thank

you so much. Thank you for calling. Have a nice day. You too. Bye-bye. Good?

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card., this is Victoria. How can I help you?

Speaker speaker_1: Hi, Victoria. My name is Katie and I'm helping, um, uh, Moataz Al-Hozouri with his app, like pre-employment application for a job. Um, and he's filling out the benefits and insurance, um, section. It had this number on it to call. Um, he has very limited English proficiency and I just wanted to do this correctly. Um, sorry, I don't know if this is making any sense but, um, yeah, I'm trying to help someone fill out his benefits and neither of us really understand what's going on. So, just any help you can give us.

Speaker speaker_0: Okay. Um, I would need to speak with him.

Speaker speaker_1: Okay. Um, he doesn't speak English at all.

Speaker speaker_0: That's fine. We have a translator service.

Speaker speaker_1: Oh, okay. Um, he speaks Arabic. Is there an Arabic translator?

Speaker speaker_0: Um, give me one second.

Speaker speaker_2: .

Speaker speaker_0: Yes, we do have an Arabic translator. Um, give me just a few minutes so I can get them on the line, um, and then I will be right back.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: You're welcome.

Speaker speaker_2: Thank you.

Speaker speaker_0: Okay. Is everyone here?

Speaker speaker_1: Hello?

Speaker speaker_0: Hello. A Okay. Uh, what is the name of the agency you work for? Mm, I don't know the name of it. It's either in English. I don't know the name. .

Speaker speaker_3: Okay. There's a lady who can... She can tell you in English what it is.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay, that's fine. Um, what is the last four of your social?

Speaker speaker_2: Okay.

Speaker speaker_3: .

Speaker speaker_2: Yes.

Speaker speaker_3: Okay. 1224.

Speaker speaker_0: And your first and last name?

Speaker speaker_2: Moataz Al-Hozouri.

Speaker speaker_3: Moataz Al-Hozouri.

Speaker speaker_0: Okay. Uh, do you mind spelling the first name for me?

Speaker speaker_3: .

Speaker speaker_2: .

Speaker speaker_3: I don't know English.

Speaker speaker_1: Um...

Speaker speaker_0: Okay.

Speaker speaker_1: Is it okay if I spell it out?

Speaker speaker_0: Uh, yeah, that's fine.

Speaker speaker_1: Okay. It's, um, M-O-A-T-A-Z. And I can spell the last name as well.

Speaker speaker_0: Was that M-O-A-T-A-Z?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay, and then-

Speaker speaker_4: And, uh, a Z, Z as in zebra, not V as in Victor. Z. Test.

Speaker speaker_1: My bad, sorry.

Speaker speaker_0: Okay, and the last name again?

Speaker speaker_1: Yeah, it's, um, A-L-H-A-Z-O-U-R-I.

Speaker speaker_0: A-L-H-A, Z as in zebra, O-U-R-I?

Speaker speaker_1: Yes, ma'am, that's correct.

Speaker speaker_0: Okay, what's the name of the staffing agency?

Speaker speaker_1: It is Hospitality Staffing Solutions LLC.

Speaker speaker_0: Has he received his first paycheck yet?

Speaker speaker_1: Um, can you ask that in Arabic?

Speaker speaker_4: Uh, .

Speaker speaker_5: .

Speaker speaker_4: No, not yet. I, I just apply with them.

Speaker speaker_0: Okay, um, so in that case, I will have to make a file for you in our system, but do you know what's being offered, or what you might be interested in?

Speaker speaker_4: .

Speaker speaker_5: .

Speaker speaker_4: Cleaning, cleaning the, uh, hotels' room.

Speaker speaker_0: I'm sorry?

Speaker speaker_4: Cleaning the hotels' room.

Speaker speaker_0: Okay. Um, so I was, I was wondering if, if you know what, uh, medical insurance is being offered through your employer, or what you might wanna enroll into.

Speaker speaker_4: Uh, .

Speaker speaker_5: .

Speaker speaker_4: Ah. No, they did not offer me any medical insurance. I have, uh, from the state. .

Speaker speaker_5: .

Speaker speaker_4: Humana, Humana insurance, I have.

Speaker speaker_5: Yeah, Humana. .

Speaker speaker_4: Yeah, they did not offer me any, uh, medical insurance. I am, as a refugee, I have the insurance from the, uh, government, from the state.

Speaker speaker_0: Okay, so, um, I, I guess I'm a little confused. What exactly did you need help with? Because we administer the medical insurance for your employer.

Speaker speaker_1: Hi, ma'am. I'm so sorry. I'm just trying to fill out... Go through the forms with him, and there was... Is an enrollment form? Um, but if I just click, "No Coverage, I choose not to participate," are we good then?

Speaker speaker_0: Yeah. fno coverage.

Speaker speaker_1: Okay. I'm so sorry about this, ma'am. Both of you.

Speaker speaker_0: No, you're fine. You have a wonderful day.

Speaker speaker_1: Thank you. You too.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye.

Speaker speaker_4: Anything else for the interpreter, ma'am?

Speaker speaker_0: Uh, no, thank you. Thank you so much.

Speaker speaker_4: Thank you for calling. Have a nice day.

Speaker speaker_0: You too. Bye-bye.

Speaker speaker_5: Good?