

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Yes, I was calling regarding this card that my brother in the ... received, uh, in the mail. Uh, health insurance card, I believe. He doesn't speak English, so he wanted me to find out if this is insurance card. Okay, what, uh... Does he speak Spanish? No, Urdu or Pashto. Urdu. Okay. Um. Hmm. Is... Does he at least speak enough to be able to authorize you to speak on his behalf? Yeah, but the thing is, he's at work. Or would you be able to maybe translate for him? Yeah, we could do that, but he's at work now, so... Like, how late are you guys open so we can call you when he comes back from work? We're open Monday through Friday, 8:00 AM to 8:00 PM Eastern. Oh, 8:00 PM to 8:00 PM. That's good. He gets, uh, home, like, around 4:00, 4:30. So when he gets home, then we can call you together and then he can authorize you and I could talk to you. All right. Yeah. Mm-hmm. Just have... Just, uh, have him give us a call when he's either able to authorize you to speak for him or you're able to translate for him. Um. Mm-hmm. Yeah. We, we just... We just need him to be- Sure. ... aware that you're- Yes. ... speaking for him or a-like, able to... Like, like I said, you able to translate for him. Yes. I was thinking about that. I told him when you were at home, but I said, "I'm going to call you to see how late we can call." So we'll call you then this evening when he gets back from work. All right, then. Thank you for calling. And what is your name? Uh, my name is Chris. Chris. Okay. All right. Thank you so much. Yes, ma'am. Have a good day. Okay. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Chris. How can I help you today?

Speaker speaker_2: Yes, I was calling regarding this card that my brother in the ... received, uh, in the mail. Uh, health insurance card, I believe. He doesn't speak English, so he wanted me to find out if this is insurance card.

Speaker speaker_1: Okay, what, uh... Does he speak Spanish?

Speaker speaker_2: No, Urdu or Pashto.

Speaker speaker_1: Urdu. Okay. Um. Hmm. Is... Does he at least speak enough to be able to authorize you to speak on his behalf?

Speaker speaker_2: Yeah, but the thing is, he's at work.

Speaker speaker_1: Or would you be able to maybe translate for him?

Speaker speaker_2: Yeah, we could do that, but he's at work now, so... Like, how late are you guys open so we can call you when he comes back from work?

Speaker speaker_1: We're open Monday through Friday, 8:00 AM to 8:00 PM Eastern.

Speaker speaker_2: Oh, 8:00 PM to 8:00 PM. That's good. He gets, uh, home, like, around 4:00, 4:30. So when he gets home, then we can call you together and then he can authorize you and I could talk to you.

Speaker speaker_1: All right. Yeah.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Just have... Just, uh, have him give us a call when he's either able to authorize you to speak for him or you're able to translate for him. Um.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Yeah. We, we just... We just need him to be-

Speaker speaker_2: Sure.

Speaker speaker_1: ... aware that you're-

Speaker speaker_2: Yes.

Speaker speaker_1: ... speaking for him or a- like, able to... Like, like I said, you able to translate for him.

Speaker speaker_2: Yes. I was thinking about that. I told him when you were at home, but I said, "I'm going to call you to see how late we can call." So we'll call you then this evening when he gets back from work.

Speaker speaker_1: All right, then. Thank you for calling.

Speaker speaker_2: And what is your name?

Speaker speaker_1: Uh, my name is Chris.

Speaker speaker_2: Chris. Okay. All right. Thank you so much.

Speaker speaker_1: Yes, ma'am. Have a good day.

Speaker speaker_2: Okay. You too. Bye-bye.