

## **Transcript: Estefania**

**Acevedo-6604769045692416-5215357862854656**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, Steph. Uh, I have an employee who's named ID. ID doesn't speak English. He doesn't speak Spanish, either. So, I'm, I'm here to kind of, uh, mediate between the two of you. Uh- Okay, um- ... he works... I know you have to speak to him personally, but as long as we're- Yeah. That's fine. I just need verbal permission. I just need him to say yes to whenever I ask if I can get permission- And that, that- ... for him to talk to you. ... will happen. Okay. I just need to hear it from him, like a yes. A yes or no? No. Correct. Oh, uh, I: you're willing to have him translate for you? Are you willing to have him translate for me? Yes. Yes. Okay. Thank you. Okay, thank you. Um, how can I help you then? Okay, so, uh, ID works for Mohawk Golf Course, uh, managed under American Staffing Corp. Uh- Mm-hmm. ... he's wanting to opt out of the insurance, so that way, it's not being taken out of his check. Okay. Yeah. Um, I just need the last four of his social. Uh, the last four? He's pulling it up right now. 657- 657- That, that's not the last four. I'm sorry. 64- Yeah, it's the last four. ... 2645. Okay. Okay. Yeah. He said, is it 4264? Uh, hold on. Let's pull it back up. Go ahead and pull your, uh, his social back up. 2645. Okay. Did you get that? Is it, um, first name ID, K-U-P-P-O? Yeah. Yeah, it's- Too low. I need you to have... Oh, okay. Can you verify the date of birth and address? One second. Check for a three. 603- Mm-hmm. ... C-A-R-A. 573- Mm-hmm. North. And then city and state? South side. South Oklahoma. Okay. And then date of birth? What's, what's your birth date? May 20, 2001. Okay. Then I have 918-351-9452. That's his phone number, and his first name, last name, the number two, @gmail.com. Is that up to date? Yes. Okay, so he has a pending request sent already, so I'll go ahead and cancel that. Um, since I'm canceling it, there is a possibility that he may experience one deduction or even two. Um, but I went ahead and canceled that. It shouldn't be more than two, if he does experience two for some reason. Okay. If he experiences it too, can we call back? Well, that's how long the cancellations process take. I mean, if he would've called a little bit earlier, um, that pending request wouldn't have been sent. So, I did cancel it, but if he experienced one or two deduction after the cancellation, we don't do refunds. That's just how long the, um, cancellation process takes, unfortunately. But I did go ahead and cancel that, and I went ahead and canceled, um, I went ahead and opted him out for, like, future notices. So, if he does work again with them, he won't be enrolled automatically anymore. So, I went ahead and canceled that as well. But if he does, if you could please let him know, if he does experience one or two deductions, um, that it shouldn't pass two. Hopefully he doesn't experience any, but there is a possibility that he may see one or two deductions. Okay. All right? But that has, um, been canceled already. All right. Thank you very much. You're welcome. Have a nice day. Okay. I'll remember to make it the first payroll, right? Mm-hmm. No need for Right.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hi, Steph. Uh, I have an employee who's named ID. ID doesn't speak English. He doesn't speak Spanish, either. So, I'm, I'm here to kind of, uh, mediate between the two of you. Uh-

Speaker speaker\_0: Okay, um-

Speaker speaker\_1: ... he works... I know you have to speak to him personally, but as long as we're-

Speaker speaker\_0: Yeah. That's fine. I just need verbal permission. I just need him to say yes to whenever I ask if I can get permission-

Speaker speaker\_1: And that, that-

Speaker speaker\_0: ... for him to talk to you.

Speaker speaker\_1: ... will happen. Okay.

Speaker speaker\_0: I just need to hear it from him, like a yes.

Speaker speaker\_1: A yes or no?

Speaker speaker\_2: No.

Speaker speaker\_0: Correct.

Speaker speaker\_1: Oh, uh, I: you're willing to have him translate for you?

Speaker speaker\_0: Are you willing to have him translate for me?

Speaker speaker\_2: Yes. Yes.

Speaker speaker\_0: Okay. Thank you. Okay, thank you. Um, how can I help you then?

Speaker speaker\_1: Okay, so, uh, ID works for Mohawk Golf Course, uh, managed under American Staffing Corp. Uh-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... he's wanting to opt out of the insurance, so that way, it's not being taken out of his check.

Speaker speaker\_0: Okay. Yeah. Um, I just need the last four of his social.

Speaker speaker\_1: Uh, the last four? He's pulling it up right now.

Speaker speaker\_2: 657-

Speaker speaker\_0: 657-

Speaker speaker\_1: That, that's not the last four. I'm sorry.

Speaker speaker\_2: 64-

Speaker speaker\_1: Yeah, it's the last four.

Speaker speaker\_2: ... 2645.

Speaker speaker\_0: Okay.

Speaker speaker\_2: Okay. Yeah.

Speaker speaker\_0: He said, is it 4264?

Speaker speaker\_1: Uh, hold on. Let's pull it back up. Go ahead and pull your, uh, his social back up.

Speaker speaker\_2: 2645.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Did you get that?

Speaker speaker\_0: Is it, um, first name ID, K-U-P-P-O?

Speaker speaker\_2: Yeah. Yeah, it's-

Speaker speaker\_1: Too low.

Speaker speaker\_0: I need you to have... Oh, okay. Can you verify the date of birth and address?

Speaker speaker\_2: One second. Check for a three. 603-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_2: ... C-A-R-A. 573-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_2: North.

Speaker speaker\_0: And then city and state?

Speaker speaker\_2: South side. South Oklahoma.

Speaker speaker\_0: Okay. And then date of birth?

Speaker speaker\_1: What's, what's your birth date?

Speaker speaker\_2: May 20, 2001.

Speaker speaker\_0: Okay. Then I have 918-351-9452. That's his phone number, and his first name, last name, the number two, @gmail.com. Is that up to date?

Speaker speaker\_2: Yes.

Speaker speaker\_0: Okay, so he has a pending request sent already, so I'll go ahead and cancel that. Um, since I'm canceling it, there is a possibility that he may experience one deduction or even two. Um, but I went ahead and canceled that. It shouldn't be more than two, if he does experience two for some reason.

Speaker speaker\_1: Okay. If he experiences it too, can we call back?

Speaker speaker\_0: Well, that's how long the cancellations process take. I mean, if he would've called a little bit earlier, um, that pending request wouldn't have been sent. So, I did cancel it, but if he experienced one or two deduction after the cancellation, we don't do refunds. That's just how long the, um, cancellation process takes, unfortunately. But I did go ahead and cancel that, and I went ahead and canceled, um, I went ahead and opted him out for, like, future notices. So, if he does work again with them, he won't be enrolled automatically anymore. So, I went ahead and canceled that as well. But if he does, if you could please let him know, if he does experience one or two deductions, um, that it shouldn't pass two. Hopefully he doesn't experience any, but there is a possibility that he may see one or two deductions.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right? But that has, um, been canceled already.

Speaker speaker\_1: All right. Thank you very much.

Speaker speaker\_0: You're welcome. Have a nice day.

Speaker speaker\_2: Okay. I'll remember to make it the first payroll, right?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: No need for

Speaker speaker\_3: Right.