

## Transcript: Franchesca

**Baez-6554300065824768-5811030205448192**

### Full Transcript

Thank you for- Hello, my name is Francesca. How can I assist you today? Yes, yes. I'm, I'm translating, um, information. Uh, a friend of mine's trying to fig- figure out, um, her insurance. Um, she's, she, she's... Uh, they take insurance, they take money out of her check, and, um, she's trying to get to medical, dental and, for some reason, she, she can't do it. So, uh, I'm trying to figure out, we're trying to figure out what's the next move for her getting some medical attention, with her insurance. Okay. If she pays for it. Okay. So the first step will be she has to be on the line calling us so that we can open her account and see what the status of her current policy is. So how do we go about that? Is she there with you? 'Cause I will need to speak with her as the line is being recorded. Yes, yes. She's right here. She's, she's, she's right here. Yeah, go ahead. Yeah. Okay, please put her on the phone. She's right here. She's... Say something to her, Katie. Hello? Yes, hello. Good morning. My name is Francesca, Benefits on a Card. Please be advised that the line may be recorded. What staffing company do you work with, ma'am? Hello. Say it again. What staffing company does she work with? Uh, Amharic. Is what, what she said. Amharic. Okay. Amharic what? Amharic language. Hello? No, ma'am. The name of the staffing company. Okay. What company? Goodwill. Yes, what staffing company do you work with? Say that one more time? What? What, what, what, what working company she work for? What staffing company does she work with? Staff company Goodwill. Is, is that what you're saying? With Staff Company- No, no. Staffing. A staffing. A staffing company, sir. A part-time staff- Staffing. Oh. You talking about Surge? Yes, sir. That would be her staffing company, and then with that being said, ma'am, do you authorize me to continue this call on a recorded line that's on speaker? Yes. Okay, yes. What are the last four of your Social Security number? Last num- okay. 1189. And your last name? Uh, Wansico. W-A-N-S-I-S-O. There we go. Okay. Can you please verify your mailing address and date of birth? Your mailing address. Yeah, okay. Um, 4568 Hillary Road. Your date of birth. Hillary Drive. Hillary Drive, no Road. Your date of birth. Um, birth date? Yes. 3/17/2001. It looks like we have her old address, ma'am. Um, we don't have that address that you verified. It looks like we have your old address. Right. Old address? Oh, yes. Uh, 784 Lamblin. And then I have the good number, same as the one you guys called on, 614-599-9337. Yes. I have your email down as kivu2022@yahoo.com. Yes. So currently, ma'am, you don't have any active coverage with Surge Staffing. Okay, hold on. Now... Hold on. Mm-hmm. So you saying... Hold on. So, so this is the issue that she's having, too. So they taking money out of her check for insurance. How are those deductions being labeled? Right now. How are they being labeled? Yes, sir. How... Hold on. Uh... What monies are they taking out of your check and account? Yeah. Where the hell is this? Where at? What- That's what he told me. Where at? Where he at? Where, where is he? Show, where is... Show me where he's at. Okay. She want to know where, where, where, where, where it's coming down at. Okay.

Look. If you guys need, I can get an interpreter on the line. Yes, would you? Sure thing, sir. For what language? Amharic. You said for Americ? Yeah, A-M-H-A-R-I-C. Is that for Surge? That's Surge. How you know that? How you know? Then he's fine. How do you know that's Surge? I'm going to place you guys on hold while I get the...Interpreter on the line, okay? Yes, I was... Yes, now I can. Okay, okay. Thank you, please hold. You good? Yep, get a paper. Give me something. Okay. Here's that, write it down. Yep, yes, man. Okay. So, uh, so he said that he asked her if they should, uh... Hello, Ms. Lucino, I have the interpreter on the line. Okay. Yes? Hello, this is Jess. I am your interpreter for Ms. Lucino. Please, tell me your last name. She said, well, I'm gonna have to talk with... No, she said, well, you go ahead and talk with her. Hello? Yeah, so, Ms. Lucino, you currently don't have active coverage with Surge. Hello? Can you hear me? Yes, ma'am. She said, well, I'm going to have to talk with... No, she said, well, you go ahead and talk with her. Yes. Ms. Lucino, can you hear his temperature? 30 years later, you know, uh- Mm-hmm, yes. I had a testster. I did a... This is the interpreter, I cannot hear. Oh, can you hear her or only me? And when we talking I feel you, it ain't no argument. I took Amharic. No, Amharic. You got a whole property. You got two kids, um. You know, I'm going to work it out. I'm going to figure it out, you know. Did I get someone? Interpreter? Yes, hello? Yeah. Yes, I need interpreter. Somebody, anybody, I talk to anybody- Okay. ... you know what I'm saying? Um, Ms. Interpreter, can you hear us? She was like how you do. You say- Yeah, interpreting today. They not even together. They wasn't... She said they ain't been together for three years, but she- Bare with me one moment. No, she- Okay. Okay. So it looks like your interpreter couldn't hear you. I'm going to try to get another one on the line. Um, we did say is Armenian, right? But you know. I don't know. I'm sorry? Yes, ma'am. Um, Armenian, right? Amharic. Amharic. Oh, I found it. Okay, Amharic. One moment. Okay. Thank you for holding, Miss Woinsesko. Can you hear the interpreter? Yes. Okay. May I introduce myself? Sorry. Hello, f10 Asale. Yes, f10. ■ana, ■ana. ■a na ■ingi ■on nyaftur gam shi ■an. Ya tene ga gan nu fur■e kam shi ha ■an nu. Ke tsa walum gam sere ya zal. Kotoro ochi ha lau, da ge miya talla lau eres wal man lese shi. Mese. Okay, okay. ■e may nau ■ikil. Can you please advise her she currently does not have active coverage with Surge? Sorry, repeat one more time that question. Sorry. Yes. She does not have any active insurance with Surge Staffing. ■e mese ka Surge Staffing ga minim ma hon active ya hon misara insurance ye les him mar? Ande ni yeti korre tal ye sukorre tenum, be ye ■e yewule sam mintu. Yi korre tal ni, ni ya di ke. Okay. No, I have. They just, they, uh, deduct it every two weeks. The payment, it go through every two weeks. I have. It's active. What are those deductions being labeled as on your paychecks? ■e kafi yaw lay, paychecks lay, deductions galusen teno, ni kaffa layi. ■e yew... On dan de, en da... on dan de overtime ka sara wi kam mara bin ahun ba zi... ba zi trafe les sam mint \$24 dollar ka \$56 centil ko kordo. Okay. It depend on the income. Sometimes when I, uh, work overtime, it is vary. For the last week, now for example, it is \$24.56. That's not insurance with Surge Staffing. They take it out weekly for the insurance they offer. ■e lezi ya nyau ■e ai dal lam. ■e lezi miya mi wassadau, ye karrabau, ■e yewu sam mintu now. Huleti la mi korre tau ne le zano. Huleti sle mi korre t... ezim mi sara best mis rabbi majam mara kardi yalew ■et... ■etel gina bare mi korre tau na. Ahun le... ezum le goodwill tsi gala ya goodwill um mi ye ta korre tenum, eyin nyauw miya ta korre tes lo ne now ni dinar ku ci zan la bani mu. But the payment has just been taking, uh, for two, uh, insurances. Uh, before it was a Goodwill. Again, for this insurance also, they are just been taking that payment, same player and also the goodwill so it is two. If you will like to, we

can open an investigation, but you have not had insurance with Surge since 2023. ■e lezi yer Surge 2023 yel leshim, yel lem su yel lem. Man ar ba at kaffa lesh mermara and li jarrag li kaffa ti ci lakk. This case I agree with that. Please before that, uh, would you please check that one more time from your end? Yes, ma'am. In my system it does not show any active and current insurance since 2023 December 24th. ■e lezi meni yaba ni ba kulen mayo ka zika December 24t 23 jamro minim misa active ze onu insurance ye lem. Mese. Mese tu lar daagut nub bere geni... ni miya sayin ye sukorre ten... ye sukorre ten dalenu miya sayin le zano. Ni... katerol assise fellakut, le za na bere... bere nin. Yeah. Gen, gen... bu... ene hulle... hulle bai yewule sam mintu, hulle ti insurance sle mi korde now. Sle mi korde bin nyinu ya kaye yakut. Yes, the reason today even I've just called is because I already, uh, checked the payment. This has been gone through two payment every two weeks. Two payments for two different insurance every week. Okay, I'll send you an email. I'll need you to respond to that email with copies of your pay stubs, the most recent last two, so that an investigation can be opened. ■e lezi maila likke lisha alau. Huleti awon ekirbi gize ikafiyars pay stubs bal ekirbi gize huleti kafi yaw. Yewulet gize kafi yan da akar ba yales ke za mermara y kaffa tal. Mese. Okay. Once she submits the document, it'll take 24 to 48 hours for the front office to respond back. ■e lezi yer front ofisu melash le ma stat 24 to 48 sa'ata ti fe ja documentum galak shi wala. Okay. And I have your email down as K-E-B-U 2022@yahoo.com. Yeah. Yes. Oh. Yes, yes. Yeah. Okay. So you sent this? All right. I have sent the email from our office email, info@benefitsinacard and it will be titled Requested Documents. Okay. Okay. All right. And then she can... You can reply back to the email with either a picture or scan of your pay stub. Okay. Okay. Okay. All right. Do you have any other questions? Yeah. Yeah, I have 14th and 13th too, no? Uh, payment pay stub you need is for 23rd and 24th, correct? Yes. This information. Uh-huh. From last week and the week before. Uh, yeah, . I see. Okay. All right. I hope you have a wonderful rest of your day and thank you for your time today. And then my mom..... Okay. Thank you. Thank you. Okay. Is there anything else, interpreter can help you today? I'm sorry? Is there anything else interpreter can help with today? Nope. That'll be all, sir. Thank you for interpreting. You're welcome. Thank you. Thanks for calling. Have a good day. You too. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for-

Speaker speaker\_1: Hello, my name is Francesca. How can I assist you today?

Speaker speaker\_2: Yes, yes. I'm, I'm translating, um, information. Uh, a friend of mine's trying to fig- figure out, um, her insurance. Um, she's, she, she's... Uh, they take insurance, they take money out of her check, and, um, she's trying to get to medical, dental and, for some reason, she, she can't do it. So, uh, I'm trying to figure out, we're trying to figure out what's the next move for her getting some medical attention, with her insurance.

Speaker speaker\_0: Okay.

Speaker speaker\_2: If she pays for it.

Speaker speaker\_0: Okay. So the first step will be she has to be on the line calling us so that we can open her account and see what the status of her current policy is.

Speaker speaker\_2: So how do we go about that?

Speaker speaker\_0: Is she there with you? 'Cause I will need to speak with her as the line is being recorded.

Speaker speaker\_2: Yes, yes. She's right here. She's, she's, she's right here. Yeah, go ahead. Yeah.

Speaker speaker\_0: Okay, please put her on the phone.

Speaker speaker\_2: She's right here. She's... Say something to her, Katie.

Speaker speaker\_3: Hello?

Speaker speaker\_0: Yes, hello. Good morning. My name is Francesca, Benefits on a Card. Please be advised that the line may be recorded. What staffing company do you work with, ma'am?

Speaker speaker\_3: Hello.

Speaker speaker\_2: Say it again.

Speaker speaker\_0: What staffing company does she work with?

Speaker speaker\_2: Uh, Amharic. Is what, what she said.

Speaker speaker\_3: Amharic.

Speaker speaker\_0: Okay. Amharic what?

Speaker speaker\_3: Amharic language.

Speaker speaker\_2: Hello?

Speaker speaker\_0: No, ma'am. The name of the staffing company.

Speaker speaker\_3: Okay. What company?

Speaker speaker\_4: Goodwill.

Speaker speaker\_0: Yes, what staffing company do you work with?

Speaker speaker\_2: Say that one more time? What? What, what, what, what working company she work for?

Speaker speaker\_0: What staffing company does she work with?

Speaker speaker\_2: Staff company Goodwill. Is, is that what you're saying? With Staff Company-

Speaker speaker\_0: No, no. Staffing. A staffing. A staffing company, sir. A part-time staff-

Speaker speaker\_3: Staffing.

Speaker speaker\_2: Oh. You talking about Surge?

Speaker speaker\_0: Yes, sir. That would be her staffing company, and then with that being said, ma'am, do you authorize me to continue this call on a recorded line that's on speaker?

Speaker speaker\_2: Yes.

Speaker speaker\_3: Okay, yes.

Speaker speaker\_0: What are the last four of your Social Security number?

Speaker speaker\_3: Last num- okay. 1189.

Speaker speaker\_0: And your last name?

Speaker speaker\_4: Uh, Wansico. W-A-N-S-I-S-O.

Speaker speaker\_3: There we go.

Speaker speaker\_0: Okay. Can you please verify your mailing address and date of birth?

Speaker speaker\_2: Your mailing address.

Speaker speaker\_4: Yeah, okay. Um, 4568 Hillary Road.

Speaker speaker\_2: Your date of birth.

Speaker speaker\_4: Hillary Drive. Hillary Drive, no Road.

Speaker speaker\_2: Your date of birth.

Speaker speaker\_4: Um, birth date?

Speaker speaker\_2: Yes.

Speaker speaker\_4: 3/17/2001.

Speaker speaker\_0: It looks like we have her old address, ma'am. Um, we don't have that address that you verified. It looks like we have your old address.

Speaker speaker\_2: Right.

Speaker speaker\_4: Old address? Oh, yes. Uh, 784 Lamblin.

Speaker speaker\_0: And then I have the good number, same as the one you guys called on, 614-599-9337.

Speaker speaker\_4: Yes.

Speaker speaker\_0: I have your email down as kivu2022@yahoo.com.

Speaker speaker\_4: Yes.

Speaker speaker\_0: So currently, ma'am, you don't have any active coverage with Surge Staffing.

Speaker speaker\_2: Okay, hold on. Now... Hold on.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_2: So you saying... Hold on. So, so this is the issue that she's having, too. So they taking money out of her check for insurance.

Speaker speaker\_0: How are those deductions being labeled?

Speaker speaker\_2: Right now. How are they being labeled?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_2: How... Hold on. Uh... What monies are they taking out of your check and account?

Speaker speaker\_3: Yeah.

Speaker speaker\_2: Where the hell is this? Where at? What-

Speaker speaker\_4: That's what he told me.

Speaker speaker\_2: Where at? Where he at? Where, where is he? Show, where is... Show me where he's at.

Speaker speaker\_4: Okay.

Speaker speaker\_2: She want to know where, where, where, where, where it's coming down at.

Speaker speaker\_0: Okay.

Speaker speaker\_4: Look.

Speaker speaker\_0: If you guys need, I can get an interpreter on the line.

Speaker speaker\_2: Yes, would you?

Speaker speaker\_0: Sure thing, sir. For what language?

Speaker speaker\_2: Amharic.

Speaker speaker\_0: You said for Americ?

Speaker speaker\_2: Yeah, A-M-H-A-R-I-C. Is that for Surge? That's Surge. How you know that? How you know?

Speaker speaker\_4: Then he's fine.

Speaker speaker\_2: How do you know that's Surge?

Speaker speaker\_0: I'm going to place you guys on hold while I get the...Interpreter on the line, okay?

Speaker speaker\_5: Yes, I was... Yes, now I can.

Speaker speaker\_6: Okay, okay.

Speaker speaker\_0: Thank you, please hold.

Speaker speaker\_6: You good? Yep, get a paper. Give me something.

Speaker speaker\_0: Okay.

Speaker speaker\_6: Here's that, write it down.

Speaker speaker\_0: Yep, yes, man. Okay.

Speaker speaker\_5: So, uh, so he said that he asked her if they should, uh...

Speaker speaker\_0: Hello, Ms. Lucino, I have the interpreter on the line.

Speaker speaker\_5: Okay.

Speaker speaker\_7: Yes? Hello, this is Jess. I am your interpreter for Ms. Lucino. Please, tell me your last name.

Speaker speaker\_6: She said, well, I'm gonna have to talk with... No, she said, well, you go ahead and talk with her.

Speaker speaker\_7: Hello?

Speaker speaker\_0: Yeah, so, Ms. Lucino, you currently don't have active coverage with Surge.

Speaker speaker\_7: Hello? Can you hear me? Yes, ma'am.

Speaker speaker\_5: She said, well, I'm going to have to talk with... No, she said, well, you go ahead and talk with her.

Speaker speaker\_7: Yes.

Speaker speaker\_0: Ms. Lucino, can you hear his temperature?

Speaker speaker\_5: 30 years later, you know, uh-

Speaker speaker\_7: Mm-hmm, yes.

Speaker speaker\_5: I had a testster. I did a...

Speaker speaker\_7: This is the interpreter, I cannot hear.

Speaker speaker\_0: Oh, can you hear her or only me?

Speaker speaker\_5: And when we talking I feel you, it ain't no argument.

Speaker speaker\_7: I took Amharic. No, Amharic.

Speaker speaker\_5: You got a whole property. You got two kids, um. You know, I'm going to work it out. I'm going to figure it out, you know.

Speaker speaker\_0: Did I get someone? Interpreter? Yes, hello?

Speaker speaker\_7: Yeah. Yes, I need interpreter.

Speaker speaker\_5: Somebody, anybody, I talk to anybody-

Speaker speaker\_7: Okay.

Speaker speaker\_5: ... you know what I'm saying?

Speaker speaker\_0: Um, Ms. Interpreter, can you hear us?

Speaker speaker\_5: She was like how you do. You say-

Speaker speaker\_7: Yeah, interpreting today.

Speaker speaker\_5: They not even together. They wasn't... She said they ain't been together for three years, but she-

Speaker speaker\_0: Bare with me one moment.

Speaker speaker\_5: No, she-

Speaker speaker\_0: Okay. Okay. So it looks like your interpreter couldn't hear you. I'm going to try to get another one on the line. Um, we did say is Armenian, right?

Speaker speaker\_5: But you know. I don't know.

Speaker speaker\_7: I'm sorry?

Speaker speaker\_0: Yes, ma'am. Um, Armenian, right?

Speaker speaker\_7: Amharic. Amharic.

Speaker speaker\_0: Oh, I found it. Okay, Amharic. One moment.

Speaker speaker\_7: Okay.

Speaker speaker\_8: Thank you for holding, Miss Woinsesko. Can you hear the interpreter?

Speaker speaker\_9: Yes.

Speaker speaker\_8: Okay. May I introduce myself? Sorry. Hello, f10 Asale.

Speaker speaker\_9: Yes, f10.

Speaker speaker\_8: ■ana, ■ana. ■a na ■ingi ■on nyaftur gam shi ■an. Ya tene ga gan nu fur■e kam shi ha ■an nu. Ke tsa walum gam sere ya zal. Kotoro ochi ha lau, da ge miya talla lau eres wal man lese shi.

Speaker speaker\_9: Mese.



Speaker speaker\_8: Okay, okay. ■e may nau ■ikil. Can you please advise her she currently does not have active coverage with Surge? Sorry, repeat one more time that question. Sorry. Yes. She does not have any active insurance with Surge Staffing. ■e mese ka Surge Staffing ga minim ma hon active ya hon misara insurance ye les him mar?

Speaker speaker\_9: Ande ni yeti korre tal ye sukorre tenum, be ye ■e yewule sam mintu. Yi korre tal ni, ni ya di ke.

Speaker speaker\_8: Okay. No, I have. They just, they, uh, deduct it every two weeks. The payment, it go through every two weeks. I have. It's active. What are those deductions being labeled as on your paychecks? ■e kafi yaw lay, paychecks lay, deductions galusen teno, ni kaffa layi.

Speaker speaker\_9: ■e yew... On dan de, en da... on dan de overtime ka sara wi kam mara bin ahun ba zi... ba zi trafe les sam mint \$24 dollar ka \$56 centil ko kordo.

Speaker speaker\_8: Okay. It depend on the income. Sometimes when I, uh, work overtime, it is vary. For the last week, now for example, it is \$24.56. That's not insurance with Surge Staffing. They take it out weekly for the insurance they offer. ■e lezi ya nyau ■e ai dal lam. ■e lezi miya mi wassadau, ye karabau, ■e yewu sam mintu now.

Speaker speaker\_9: Huleti la mi korre tau ne le zano. Huleti sle mi korre t... ezim mi sara best mis rabbi majam mara kardi yalew ■et... ■etel gina bare mi korre tau na. Ahun le... ezum le goodwill tsi gala ya goodwill um mi ye ta korre tenum, eyin nyauw miya ta korre tes lo ne now ni dinar ku ci zan la bani mu.

Speaker speaker\_8: But the payment has just been taking, uh, for two, uh, insurances. Uh, before it was a Goodwill. Again, for this insurance also, they are just been taking that payment, same player and also the goodwill so it is two. If you will like to, we can open an investigation, but you have not had insurance with Surge since 2023. ■e lezi yer Surge 2023 yel leshim, yel lem su yel lem. Man ar ba at kaffa lesh mermara and li jarrag li kaffa ti ci lakk.

Speaker speaker\_9: This case I agree with that.

Speaker speaker\_8: Please before that, uh, would you please check that one more time from your end? Yes, ma'am. In my system it does not show any active and current insurance since 2023 December 24th. ■e lezi meni yaba ni ba kulen mayo ka zika December 24t 23 jamro minim misa active ze onu insurance ye lem.

Speaker speaker\_9: Mese. Mese tu lar daagut nub bere geni... ni miya sayin ye sukorre ten... ye sukorre ten dalenu miya sayin le zano. Ni... katerol assise fellakut, le za na bere... bere nin.

Speaker speaker\_8: Yeah.

Speaker speaker\_9: Gen, gen... bu... ene hulle... hulle bai yewule sam mintu, hulle ti insurance sle mi korde now. Sle mi korde bin nyinu ya kaye yakut.

Speaker speaker\_8: Yes, the reason today even I've just called is because I already, uh, checked the payment. This has been gone through two payment every two weeks. Two payments for two different insurance every week. Okay, I'll send you an email. I'll need you to

respond to that email with copies of your pay stubs, the most recent last two, so that an investigation can be opened. ■e lezi maila likke lisha alau. Huleti awon ekirbi gize ikafiyars pay stubs bal ekirbi gize huleti kafi yaw. Yewulet gize kafi yan da akar ba yales ke za mermara y kaffa tal.

Speaker speaker\_9: Mese.

Speaker speaker\_8: Okay. Once she submits the document, it'll take 24 to 48 hours for the front office to respond back. ■e lezi yer front ofisu melash le ma stat 24 to 48 sa'ata ti fe ja documentum galak shi wala.

Speaker speaker\_10: Okay.

Speaker speaker\_0: And I have your email down as K-E-B-U 2022@yahoo.com.

Speaker speaker\_10: Yeah. Yes. Oh.

Speaker speaker\_11: Yes, yes.

Speaker speaker\_12: Yeah. Okay. So you sent this?

Speaker speaker\_0: All right. I have sent the email from our office email, info@benefitsinacard and it will be titled Requested Documents.

Speaker speaker\_10: Okay.

Speaker speaker\_11: Okay.

Speaker speaker\_0: All right. And then she can... You can reply back to the email with either a picture or scan of your pay stub.

Speaker speaker\_11: Okay.

Speaker speaker\_10: Okay.

Speaker speaker\_11: Okay.

Speaker speaker\_0: All right. Do you have any other questions?

Speaker speaker\_10: Yeah. Yeah, I have 14th and 13th too, no?

Speaker speaker\_11: Uh, payment pay stub you need is for 23rd and 24th, correct?

Speaker speaker\_0: Yes.

Speaker speaker\_11: This information. Uh-huh.

Speaker speaker\_0: From last week and the week before.

Speaker speaker\_11: Uh, yeah, .

Speaker speaker\_10: I see.

Speaker speaker\_11: Okay.

Speaker speaker\_0: All right. I hope you have a wonderful rest of your day and thank you for your time today.

Speaker speaker\_10: And then my mom.....

Speaker speaker\_11: Okay. Thank you. Thank you. Okay. Is there anything else, interpreter can help you today?

Speaker speaker\_0: I'm sorry?

Speaker speaker\_11: Is there anything else interpreter can help with today?

Speaker speaker\_12: Nope. That'll be all, sir. Thank you for interpreting.

Speaker speaker\_11: You're welcome. Thank you. Thanks for calling. Have a good day.

Speaker speaker\_12: You too. Bye-bye.