

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Hi. So I was calling to see if I can cancel the, the teleRx 'cause I'm not interested in it. What staffing company do you work for? Search Staffing. What's the last four of your social? Okay, hold on. I have a quick question. So, I'm here like translating for someone. Do you happen to have Haitian Creole as an option? No, ma'am, we don't. Okay. Well, going to be... Can I still translate for him? Or does he got to give like an acknowledgement or something? Yeah, can he give an acknowledgement that he, he's letting you speak on his behalf? Okay. What do you like want him to say, I guess? Just ask him, do you allow... Do you give him permission to speak... Give... Does he give you permission to speak on his behalf and his parents, and if you need to hear him say yes. Okay. . So can you just say, "I give her permission"? I give her permission. . Hello. Hi. I give, give-Her- ... her permission. Thank you. . . . Sorry. There. Okay. The last four of his soc is 8731. Could you say that one more time? ? Eight seven... Yeah, 8731. First name? Israel Peralt. . What's the first name? It's I-S-R... A-E-L? Israel? Yes. Last name. Peralt. Thanks. Could you verify address and date of birth for me? Okay. Um, . . Birthday. . . . Okay. So birthday is February 6, 19... 1992? No, hold on. Can't read. Seven, two- 1972. . . . Yeah. And then his address- The address. Yeah. Hold on. I'm... . Where do you live? Your street, your address? . Can you give me a second? 7-15- 8715- Yeah, apartment D- Apartment- 8. 8. 3. 8B. And then the... He needs to check out. You're going to do that? Okay. And then the street address is ? . Street? Riviera. Riviera. It's like Riviera Street, in Indianapolis, Indiana? I got that declined for him. Was there anything else I can help you with today? Oh, you got it declined? Yes, ma'am. Oh, awesome. No, that was it. Thank you. Uh, yeah. I'm gonna have to call for... So he does? Yeah. Yeah, no- Okay. Thank you. No problem. Yeah, have a great rest of your week. You too. Bye. . You're good. Good.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in the Card. This is Malcolm, how can I help you?

Speaker speaker_2: Hi. So I was calling to see if I can cancel the, the teleRx 'cause I'm not interested in it.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Search Staffing.

Speaker speaker_1: What's the last four of your social?

Speaker speaker_2: Okay, hold on. I have a quick question. So, I'm here like translating for someone. Do you happen to have Haitian Creole as an option?

Speaker speaker_1: No, ma'am, we don't.

Speaker speaker_2: Okay. Well, going to be... Can I still translate for him? Or does he got to give like an acknowledgement or something?

Speaker speaker_1: Yeah, can he give an acknowledgement that he, he's letting you speak on his behalf?

Speaker speaker_2: Okay. What do you like want him to say, I guess?

Speaker speaker_1: Just ask him, do you allow... Do you give him permission to speak... Give... Does he give you permission to speak on his behalf and his parents, and if you need to hear him say yes.

Speaker speaker_2: Okay. . So can you just say, "I give her permission"? I give her permission.

Speaker speaker_3: .

Speaker speaker_4: Hello.

Speaker speaker_2: Hi.

Speaker speaker_4: I give, give-

Speaker speaker_2: Her-

Speaker speaker_4: ... her permission.

Speaker speaker_1: Thank you.

Speaker speaker_2: .

Speaker speaker_3: .

Speaker speaker_2: .

Speaker speaker_3: .

Speaker speaker_2: Sorry. There. Okay. The last four of his soc is 8731.

Speaker speaker_1: Could you say that one more time?

Speaker speaker_2: ? Eight seven... Yeah, 8731.

Speaker speaker_1: First name?

Speaker speaker_2: Israel Peralt.

Speaker speaker_3: .

Speaker speaker_1: What's the first name?

Speaker speaker_2: It's I-S-R... A-E-L?

Speaker speaker_1: Israel?

Speaker speaker_2: Yes. Last name. Peralt.

Speaker speaker_1: Thanks. Could you verify address and date of birth for me?

Speaker speaker_2: Okay. Um, .

Speaker speaker_3: .

Speaker speaker_2: Birthday.

Speaker speaker_3: . .

Speaker speaker_2: .

Speaker speaker_3: .

Speaker speaker_2: Okay. So birthday is February 6, 19... 1992? No, hold on. Can't read.

Speaker speaker_3: Seven, two-

Speaker speaker_2: 1972.

Speaker speaker_3: .

Speaker speaker_2: .

Speaker speaker_3: .

Speaker speaker_2: Yeah. And then his address-

Speaker speaker_1: The address.

Speaker speaker_2: Yeah. Hold on. I'm... . Where do you live? Your street, your address? .

Speaker speaker_3: .

Speaker speaker_2: Can you give me a second?

Speaker speaker_1: 7-15-

Speaker speaker_2: 8715-

Speaker speaker_3: Yeah, apartment D-

Speaker speaker_2: Apartment-

Speaker speaker_3: 8.

Speaker speaker_2: 8.

Speaker speaker_3: 3.

Speaker speaker_2: 8B. And then the... He needs to check out. You're going to do that? Okay. And then the street address is ?

Speaker speaker_3: .

Speaker speaker_2: Street?

Speaker speaker_3: Riviera. Riviera.

Speaker speaker_2: It's like Riviera Street, in Indianapolis, Indiana?

Speaker speaker_1: I got that declined for him. Was there anything else I can help you with today?

Speaker speaker_2: Oh, you got it declined?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Oh, awesome. No, that was it. Thank you. Uh, yeah. I'm gonna have to call for... So he does?

Speaker speaker_1: Yeah. Yeah, no-

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: No problem. Yeah, have a great rest of your week.

Speaker speaker_2: You too. Bye. . You're good.

Speaker speaker_3: Good.