

Transcript: Pamela

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Full Transcript

... benefits and record, this is Pamela speaking. How may I help you? Hi, Pamela. My name is Alyssa Pangalo. I'm an employer, and I have an employee that's trying to opt out of the insurance. However, the only options are Spanish and English, and he speaks Haitian Creole, so he needed my help with it. Okay. And that, um, and what's the name of the s- staffing agency? Surge Staffing, or it may be under, um, Daily Services doing business as Surge Staffing. Okay. Um, and the last four digits of their Social? 8398. And he's there with you? Yes. Come over here and say that. I'll have him say, um, his name here. Say your name. Is, uh, Yves Jean-Marc Emmanuel. So that is Yves, Y-V-E-S, Jean-Marc Emmanuel. Is it, Emmanuel is his last name. Okay. And have you guys created the file, or no? Uh, let's see if it's been called me. Um, he may have already... Well, I see now that nothing's coming out of his check, so he may not realize that he did opt out in- Okay. ... November. Is there a way that you could see that information? Uh, let me sure. Um, ask him- Or if he's not showing up. Oh, sorry. Ask him, tell him, tell me the last four digits of his Social. Eight, three, nine, eight. Okay. Is that, um, Jean Emmanuel? Um, Emmanuel is the last name you said, right? Yes. Because it got all backwards. Um, okay, the last thing I need him to tell me is his date of birth. Yep. August. Do you think it's August? It's 5 August, uh, 5991. Thank you, sir. All right. So he did cancel back in November. Oh. Okay, good. We'll let him know that. Thank you. Okay, no problem. And also, we have implemented the translation, um, services, so if they need to call, we do have translator, able to, um, translate the information. Oh, so what would they need to select? Because initially when I called, it says press one for English and two for Spanish, but nothing else. He could still select English or Spanish and we'll connect to the translator. Oh, okay. Got it. Good to know. Thanks you very much. All right. Thank you for giving us a call. Have a great rest of the day. You too. Bye.

Conversation Format

Speaker speaker_0: ... benefits and record, this is Pamela speaking. How may I help you?

Speaker speaker_1: Hi, Pamela. My name is Alyssa Pangalo. I'm an employer, and I have an employee that's trying to opt out of the insurance. However, the only options are Spanish and English, and he speaks Haitian Creole, so he needed my help with it.

Speaker speaker_0: Okay. And that, um, and what's the name of the s- staffing agency?

Speaker speaker_1: Surge Staffing, or it may be under, um, Daily Services doing business as Surge Staffing.

Speaker speaker_0: Okay. Um, and the last four digits of their Social?

Speaker speaker_1: 8398.

Speaker speaker_0: And he's there with you?

Speaker speaker_1: Yes. Come over here and say that. I'll have him say, um, his name here. Say your name.

Speaker speaker_2: Is, uh, Yves Jean-Marc Emmanuel.

Speaker speaker_1: So that is Yves, Y-V-E-S, Jean-Marc Emmanuel. Is it, Emmanuel is his last name.

Speaker speaker_0: Okay. And have you guys created the file, or no?

Speaker speaker_1: Uh, let's see if it's been called me. Um, he may have already... Well, I see now that nothing's coming out of his check, so he may not realize that he did opt out in-

Speaker speaker_0: Okay.

Speaker speaker_1: ... November. Is there a way that you could see that information?

Speaker speaker_0: Uh, let me sure. Um, ask him-

Speaker speaker_1: Or if he's not showing up. Oh, sorry.

Speaker speaker_0: Ask him, tell him, tell me the last four digits of his Social.

Speaker speaker_2: Eight, three, nine, eight.

Speaker speaker_0: Okay. Is that, um, Jean Emmanuel? Um, Emmanuel is the last name you said, right?

Speaker speaker_1: Yes.

Speaker speaker_0: Because it got all backwards. Um, okay, the last thing I need him to tell me is his date of birth.

Speaker speaker_1: Yep.

Speaker speaker_2: August. Do you think it's August? It's 5 August, uh, 5991.

Speaker speaker_0: Thank you, sir. All right. So he did cancel back in November.

Speaker speaker_1: Oh. Okay, good. We'll let him know that.

Speaker speaker_0: Thank you.

Speaker speaker_1: Okay, no problem.

Speaker speaker_0: And also, we have implemented the translation, um, services, so if they need to call, we do have translator, able to, um, translate the information.

Speaker speaker_1: Oh, so what would they need to select? Because initially when I called, it says press one for English and two for Spanish, but nothing else.

Speaker speaker_0: He could still select English or Spanish and we'll connect to the translator.

Speaker speaker_1: Oh, okay. Got it. Good to know. Thanks you very much.

Speaker speaker_0: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: You too. Bye.