

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits and Accords. This is Pamela speaking. How may I help you? Hello. My name is Alyssa. I'm an employer, and I have one of my employees, um, in front of me right now who only speaks Creole, but she would like to cancel her insurance. Okay. And what's the na- uh, what's the name of the staffing agency? Surge Staffing. Just, um, and the last four digits of your social. 4281... Oh. Can you repeat it for me, please? 4281. And her first and last name? Evonia Meneheath. You said she's with you, right? Yeah, she's sitting right here. Okay. Can you just tell her to verify, um, her date of birth and, and her address? Yes. Thank you. Um, . Tell her your birthday. Birthday. Oh, hold on. Let me see. Um... Sorry, just one moment where I'm trying to find a way to tell her how to say Spanish? Speak Spanish? No Creole, I said. Okay. Um, your date of birth and address is also what I need. Hello? Hello? Your birthday. Tell her your birthday. Hello? Yes. Can you tell me your birthday? 19... Let me see. Tell her your birthday... Two, two, six, 90. February 26th. Say it in her language. In Creole. Creole. February 26th, 1990. I'm trying do my best, um, to help her, but... It's, it's okay. I could translate you to the translator, but I just wanted to help you guys. All right. And what is your name, ma'am? My name is Alyssa. Alyssa. All right. Let's see. Can you ver- oh, okay. Can you verify her address for me? Her address, I have 32 North Powell Avenue, Columbus, Ohio, 43204. Thank you. All right. Um, the cancellation process does take one to two weeks for all changes to be processed, and she might experience one or two deductions. Okay. Got it. Thank you very much for your help. Yeah. And, sure, and they could call, because we have the translator. Even though when you call it says Spanish and English, um, if they choose either or, they could ask for translator. Okay. Got it. All right. I think they did that once before, and it really, it, like, kind of helped. But I think initially, they didn't understand which selection to pick, so... Oh. No, probably. Yeah. Yeah. But thank you again for your help. All right. Thank you for giving us a call. All right. Bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Accords. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hello. My name is Alyssa. I'm an employer, and I have one of my employees, um, in front of me right now who only speaks Creole, but she would like to cancel her insurance.

Speaker speaker_0: Okay. And what's the na- uh, what's the name of the staffing agency?

Speaker speaker_1: Surge Staffing.

Speaker speaker_0: Just, um, and the last four digits of your social.

Speaker speaker_1: 4281...

Speaker speaker_0: Oh. Can you repeat it for me, please?

Speaker speaker_1: 4281.

Speaker speaker_0: And her first and last name?

Speaker speaker_1: Evonia Meneheath.

Speaker speaker_0: You said she's with you, right?

Speaker speaker_1: Yeah, she's sitting right here.

Speaker speaker_0: Okay. Can you just tell her to verify, um, her date of birth and, and her address?

Speaker speaker_1: Yes.

Speaker speaker_0: Thank you.

Speaker speaker_1: Um, . Tell her your birthday. Birthday. Oh, hold on. Let me see. Um... Sorry, just one moment where I'm trying to find a way to tell her how to say

Speaker speaker_2: Spanish? Speak Spanish?

Speaker speaker_3: No Creole, I said.

Speaker speaker_2: Okay. Um, your date of birth and address is also what I need.

Speaker speaker_4: Hello? Hello?

Speaker speaker_1: Your birthday. Tell her your birthday.

Speaker speaker_4: Hello?

Speaker speaker_0: Yes. Can you tell me your birthday?

Speaker speaker_4: 19...

Speaker speaker_1: Let me see. Tell her your birthday...

Speaker speaker_4: Two, two, six, 90.

Speaker speaker_1: February 26th. Say it in her language. In Creole.

Speaker speaker_4: Creole.

Speaker speaker_1: February 26th, 1990. I'm trying do my best, um, to help her, but...

Speaker speaker_0: It's, it's okay. I could translate you to the translator, but I just wanted to help you guys. All right. And what is your name, ma'am?

Speaker speaker_1: My name is Alyssa.

Speaker speaker_0: Alyssa. All right. Let's see. Can you ver- oh, okay. Can you verify her address for me?

Speaker speaker_1: Her address, I have 32 North Powell Avenue, Columbus, Ohio, 43204.

Speaker speaker_0: Thank you. All right. Um, the cancellation process does take one to two weeks for all changes to be processed, and she might experience one or two deductions.

Speaker speaker_1: Okay. Got it. Thank you very much for your help.

Speaker speaker_0: Yeah. And, sure, and they could call, because we have the translator. Even though when you call it says Spanish and English, um, if they choose either or, they could ask for translator.

Speaker speaker_1: Okay. Got it.

Speaker speaker_0: All right.

Speaker speaker_1: I think they did that once before, and it really, it, like, kind of helped. But I think initially, they didn't understand which selection to pick, so...

Speaker speaker_0: Oh. No, probably.

Speaker speaker_1: Yeah. Yeah. But thank you again for your help.

Speaker speaker_0: All right. Thank you for giving us a call.

Speaker speaker_1: All right. Bye.

Speaker speaker_0: Bye.