

Transcript: Pamela

Blanc-6046352127606784-4981334187491328

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Cards. This is Pamela speaking. How may I help you? Hi there. Yeah, my name is Dung Tran and let's see letter. Excuse me? Yeah, I, I try to open the speaker. Yeah, I just- We are, we are doing an initial for health insurance. Yes. That's what you're looking for? Yes, I call for my wife, Thi Tran. And, um, I'm talking with the Terra Group and I tell them like she don't need the health insurance and because it full cover from, uh, from my company. Yeah. And, uh, they, they, they, they told me I have to call this number. That's why I'm calling. Who do you work for, sir? Uh, pardon me? The name of the staffing agency. Uh, my wife name is Thi Tran. The name of the- And, uh- ... staffing agency. Terra Group. Okay. The last four digits of the Social Security. I'm looking for some... Yeah, just wait a second, please. Social, Social Security is, uh, 736-85-4764. And your first and last name? First name is Thi. Thi, uh, Thi like home, X like human, and, uh, I like illegal. And the last name Tran, T-R-A-N. Thi like home, uh, R like rose, and, uh, like an apple, apple, and, and, and, uh, like nostril, T-Mr. Tran. Mr. Tran. Yeah. For security reasons, make sure we are in the correct file. Mm-hmm. I need you to verify your complete address and date of birth. The address is, uh, 3447 South 173 Broad Street, East Washington, 98188. And, uh, her date of birth is May 27th, 1982. Thank you for the information. We have her telephone number on file, 206-290-7613. Now, Mr. Tran, you say you want- Yeah. ... uh, you calling on behalf of your spouse? Yes, yes. Yes. She's speaking- She's speaking with- ... she's speaking with me, we, we, we're timing now. Yes. ... she there? Yes, she there. Say hi, Em. Hello. I am Thi Tran. Hello. Hello. Now, I need... She works for Terra? Yes. Yes. Okay, now I need her last four digits of her Social so I could look, look up her information. You mean like the, the energy- The last- ... the last, the last four of Social Security number, right? Yes. 4764. Four, seven? Yeah, 4764. Okay. And her first and last name? Her first and last name is, uh, first name is Thi, last name Tran. That's... Okay, we need your spouse information, not yours. Yeah, okay. Yes. You were just talking with her, right? Yes. Yeah, she here. Okay, uh, okay, just give her the question. I translate little bit, yeah? Hello? Hi. May I have the last four digits of your Social Security number? Yes. Uh, 4764. So, you, you are Thi Tran? That's you? Ye- yes. Okay, all right. Now, what is it that you need help with? So, um, she don't need the, the insurance for the health, insurance for, for the future because, uh, my insurance, my company cover for her, full cover. Okay. Yeah. No problem. Yeah. So, she don't want the insurance? No. Okay. Is there anything else I could do for you? Uh, yeah, that's it. Uh, because I call in the Terra Group and they, they told me if she don't need insurance, uh, I have to call this number. And now, I, I make a call, yeah. Okay. I went ahead and canceled the benefits. Mm-hmm. Anything else- Yep. ... I could do? No, that's it. Yeah, that's right. I thought I answered everything. All right. Thank you for giving us a call. Have a wonderful rest of the day. Yeah. Thank you for helping.

Bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits Center Cards. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hi there. Yeah, my name is Dung Tran and let's see letter.

Speaker speaker_1: Excuse me?

Speaker speaker_2: Yeah, I, I try to open the speaker. Yeah, I just-

Speaker speaker_1: We are, we are doing an initial for health insurance.

Speaker speaker_2: Yes.

Speaker speaker_1: That's what you're looking for?

Speaker speaker_2: Yes, I call for my wife, Thi Tran. And, um, I'm talking with the Terra Group and I tell them like she don't need the health insurance and because it full cover from, uh, from my company. Yeah. And, uh, they, they, they, they told me I have to call this number. That's why I'm calling.

Speaker speaker_1: Who do you work for, sir?

Speaker speaker_2: Uh, pardon me?

Speaker speaker_1: The name of the staffing agency.

Speaker speaker_2: Uh, my wife name is Thi Tran.

Speaker speaker_1: The name of the-

Speaker speaker_2: And, uh-

Speaker speaker_1: ... staffing agency.

Speaker speaker_2: Terra Group.

Speaker speaker_1: Okay. The last four digits of the Social Security.

Speaker speaker_2: I'm looking for some... Yeah, just wait a second, please. Social, Social Security is, uh, 736-85-4764.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: First name is Thi. Thi, uh, Thi like home, X like human, and, uh, I like illegal. And the last name Tran, T-R-A-N. Thi like home, uh, R like rose, and, uh, like an apple, apple, and, and, and, uh, like nostril, T-

Speaker speaker_1: Mr. Tran. Mr. Tran.

Speaker speaker_2: Yeah.

Speaker speaker_1: For security reasons, make sure we are in the correct file.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: I need you to verify your complete address and date of birth.

Speaker speaker_2: The address is, uh, 3447 South 173 Broad Street, East Washington, 98188. And, uh, her date of birth is May 27th, 1982.

Speaker speaker_1: Thank you for the information. We have her telephone number on file, 206-290-7613. Now, Mr. Tran, you say you want-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... uh, you calling on behalf of your spouse?

Speaker speaker_2: Yes, yes. Yes. She's speaking-

Speaker speaker_1: She's speaking with-

Speaker speaker_2: ... she's speaking with me, we, we, we're timing now. Yes.

Speaker speaker_1: ... she there?

Speaker speaker_2: Yes, she there. Say hi, Em.

Speaker speaker_3: Hello. I am Thi Tran.

Speaker speaker_1: Hello.

Speaker speaker_2: Hello.

Speaker speaker_1: Now, I need... She works for Terra?

Speaker speaker_2: Yes.

Speaker speaker_3: Yes.

Speaker speaker_1: Okay, now I need her last four digits of her Social so I could look, look up her information.

Speaker speaker_2: You mean like the, the energy-

Speaker speaker_1: The last-

Speaker speaker_2: ... the last, the last four of Social Security number, right?

Speaker speaker_1: Yes.

Speaker speaker_2: 4764.

Speaker speaker_1: Four, seven?

Speaker speaker_2: Yeah, 4764.

Speaker speaker_1: Okay. And her first and last name?

Speaker speaker_2: Her first and last name is, uh, first name is Thi, last name Tran.

Speaker speaker_1: That's... Okay, we need your spouse information, not yours.

Speaker speaker_2: Yeah, okay.

Speaker speaker_1: Yes.

Speaker speaker_2: You were just talking with her, right?

Speaker speaker_1: Yes.

Speaker speaker_2: Yeah, she here. Okay, uh, okay, just give her the question. I translate little bit, yeah?

Speaker speaker_1: Hello?

Speaker speaker_3: Hi.

Speaker speaker_1: May I have the last four digits of your Social Security number?

Speaker speaker_3: Yes. Uh, 4764.

Speaker speaker_1: So, you, you are Thi Tran? That's you?

Speaker speaker_3: Ye- yes.

Speaker speaker_1: Okay, all right. Now, what is it that you need help with?

Speaker speaker_2: So, um, she don't need the, the insurance for the health, insurance for, for the future because, uh, my insurance, my company cover for her, full cover.

Speaker speaker_1: Okay.

Speaker speaker_2: Yeah.

Speaker speaker_1: No problem.

Speaker speaker_2: Yeah.

Speaker speaker_1: So, she don't want the insurance?

Speaker speaker_2: No.

Speaker speaker_1: Okay. Is there anything else I could do for you?

Speaker speaker_2: Uh, yeah, that's it. Uh, because I call in the Terra Group and they, they told me if she don't need insurance, uh, I have to call this number. And now, I, I make a call, yeah.

Speaker speaker_1: Okay. I went ahead and canceled the benefits.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Anything else-

Speaker speaker_2: Yep.

Speaker speaker_1: ... I could do?

Speaker speaker_2: No, that's it. Yeah, that's right. I thought I answered everything.

Speaker speaker_1: All right. Thank you for giving us a call. Have a wonderful rest of the day.

Speaker speaker_3: Yeah. Thank you for helping.

Speaker speaker_1: Bye-bye.

Speaker speaker_2: Bye-bye.