

## Transcript: Pamela

**Blanc-6379935086624768-6725019476901888**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Pamela speaking. How may I help you? Hey. Yes. Um, I was just trying to log in to enroll in my benefits, but when I look at the details, they're all in Spanish, and it doesn't matter if I go into, like, the English button or the Spanish button, but I can't... The whole outline for benefits is in Spanish. So everything is in Spanish? Wow. Yes. Oh-oh. And I don't speak Spanish. Who is it you work for? I, I could try, but... I'm sorry? Who is it... What do you work for? Um, Clinical Staffing Resources. Clinical Staffing Resources. Wait one second. Let me look for... Okay. Yeah, 'cause when I go and click on like the I, and it- Mm-hmm. ... like gives you that, like whole detailed book. I clicked on every single benefit to see if it would say something different and it doesn't. No. No. Let me see, I'm trying to find that, uh, your, your staffing agency, 'cause the name you gave me... Can you repeat that name for me again? I'm sorry. Oh, yours is, it's Clinical Staffing Resources. Clinical Staffing Resources. Currently at ADS. Wait, that's a CSR. Oh, got it. Okay, let's see. Because I need to, um, report that something's not right. Yeah. A-S-R. And are you, if- You- What is, um... Oh, I'm sorry. Go ahead. I'm sorry. The, the last four digits of your Social so I can pull up your file. Oh, mine? It's 9085. Okay. Mrs. Thalia... Thalian? No. Stagliano. No, it's okay. Okay. All right. Can we verify your complete address and date of birth for security reasons, to make sure- Uh-huh. ... we are in the correct file? 10364 Lavender Aster Trail, San Antonio, Florida 33576. And you said my Social? Yes, and your date of birth. Last four? And my date of birth, sorry. 8/6/'87. Okay. So we have a phone number on file, 715-529-4318, and your email is kayla, your first name.m. your last name@gmail.com? Yes. That's correct. And do you know the plan that you want to enroll? Or that's what you was trying to look up? No, I wanna know all of... I wanna look at all the details of all the benefits. Okay. And every benefit- So- ... is in Spanish. And- ... so I don't have no idea, um, what I want. It's not problem. What I'm gonna do, I'm gonna email you the benefit guide. Okay. Thank you. Of course, not in Spanish. As much as I'd like- And- ... to try, I know very little- ... Spanish. I don't think I'd do very good. Okay. So, um, I will send you the benefit guide. Check for your, um, spam and junk mail. It might go there. It's coming from info@benefitsinacard. You could enroll with us online, I mean, over the phone. Also you gonna find a web, uh, link, or web page that you could go ahead and enroll, but now I'm not sure since you... It's getting, it's being in Spanish. So I suggest you to give us a call back after you read the benefit guide and we could go ahead and enroll you over the phone. Okay. So I don't know, like it's gonna take me a little bit. Do I, how long do I- Mm-hmm. ... have to choose, to pick my benefits myself? You, you have 30 days from your first paycheck to enroll. 30 days from when? Have you... From your first paycheck. Have you received your first paycheck? No, I have not. No. Well, you still have plenty of time, 30 days. Okay. I'm glad. From your first paycheck. I was nervous. I'm like, "Uh." No. I'm gonna go ahead now and send

an email, um, letting them know what's going on. Okay. Let me see. So they could fix that. I should see, um, the email coming through now, or? Yeah, yeah. Check your spam and junk mail. I send it, so you should be receiving it any minute. Okay. Yeah, not yet. Oh, maybe. It's info@benefitsinacard. It usually take a, like a minute or so. Um, the system is being slow today, but let me know. I could resend it, if anything. Okay, so that's still in Spanish. What? Yeah, when you open it, it's in like written in Spanish. That's unacceptable. Oh my God, it is. Let me see if the Spanish one is... 'Cause that's supposed to be English one. Okay, so they got it backwards. The Spanish one- Is in English. So wait, wait, wait with me there. Let's go ahead and resend it to you. Oh, it will say Spanish, but it's not. Let me double check it. Okay. Yeah, it's in English, so. Um, uh, Kayla. That was funny. I mean, like I'm s- I'm so confident, like, "Oh, look, I'm sending her the real one." I was like, "I better look just in case," because that, I was like, "Okay, maybe I misplaced it on the Spanish," 'cause it's up at the top. It says you can pick English or Spanish. Yeah. I'm like, "Well, maybe..." I kept toggling between the two, and I was like, "Well, maybe it'll change" "... the thing." And I'm like, "Well, it's not. That's so weird." No. Nope, I see. Let's see. Let me know if you receive it. Okay. Not yet, but... Okay. Yes, I have English now. Ahh, good, good. Woo! So let me know. Um, if you can't enroll online, just give us a call and we'll go ahead and help you. Okay, perfect. All right? Thank you. Thank you so much. Bye-bye. Okay. 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 in a Card, this is Pamela speaking. How may I help you?

Speaker speaker\_2: Hey. Yes. Um, I was just trying to log in to enroll in my benefits, but when I look at the details, they're all in Spanish, and it doesn't matter if I go into, like, the English button or the Spanish button, but I can't... The whole outline for benefits is in Spanish.

Speaker speaker\_1: So everything is in Spanish? Wow.

Speaker speaker\_2: Yes.

Speaker speaker\_1: Oh-oh.

Speaker speaker\_2: And I don't speak Spanish.

Speaker speaker\_1: Who is it you work for?

Speaker speaker\_2: I, I could try, but... I'm sorry?

Speaker speaker\_1: Who is it... What do you work for?

Speaker speaker\_2: Um, Clinical Staffing Resources.

Speaker speaker\_1: Clinical Staffing Resources. Wait one second. Let me look for...

Speaker speaker\_2: Okay. Yeah, 'cause when I go and click on like the I, and it-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... like gives you that, like whole detailed book. I clicked on every single benefit to see if it would say something different and it doesn't.

Speaker speaker\_1: No. No. Let me see, I'm trying to find that, uh, your, your staffing agency, 'cause the name you gave me... Can you repeat that name for me again? I'm sorry.

Speaker speaker\_2: Oh, yours is, it's Clinical Staffing Resources.

Speaker speaker\_1: Clinical Staffing Resources. Currently at ADS. Wait, that's a CSR. Oh, got it. Okay, let's see. Because I need to, um, report that something's not right.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: A-S-R.

Speaker speaker\_2: And are you, if-

Speaker speaker\_1: You-

Speaker speaker\_2: What is, um... Oh, I'm sorry. Go ahead.

Speaker speaker\_1: I'm sorry. The, the last four digits of your Social so I can pull up your file.

Speaker speaker\_2: Oh, mine? It's 9085.

Speaker speaker\_1: Okay. Mrs. Thalia... Thalian?

Speaker speaker\_2: No. Stagliano. No, it's okay.

Speaker speaker\_1: Okay. All right. Can we verify your complete address and date of birth for security reasons, to make sure-

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: ... we are in the correct file?

Speaker speaker\_2: 10364 Lavender Aster Trail, San Antonio, Florida 33576. And you said my Social?

Speaker speaker\_1: Yes, and your date of birth.

Speaker speaker\_2: Last four? And my date of birth, sorry. 8/6/'87.

Speaker speaker\_1: Okay. So we have a phone number on file, 715-529-4318, and your email is kayla, your first name.m. your last name@gmail.com?

Speaker speaker\_2: Yes. That's correct.

Speaker speaker\_1: And do you know the plan that you want to enroll? Or that's what you was trying to look up?

Speaker speaker\_2: No, I wanna know all of... I wanna look at all the details of all the benefits.

Speaker speaker\_1: Okay.

Speaker speaker\_2: And every benefit-

Speaker speaker\_1: So-

Speaker speaker\_2: ... is in Spanish. And- ... so I don't have no idea, um, what I want.

Speaker speaker\_1: It's not problem. What I'm gonna do, I'm gonna email you the benefit guide.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: Of course, not in Spanish.

Speaker speaker\_2: As much as I'd like-

Speaker speaker\_1: And-

Speaker speaker\_2: ... to try, I know very little- ... Spanish. I don't think I'd do very good.

Speaker speaker\_1: Okay. So, um, I will send you the benefit guide. Check for your, um, spam and junk mail. It might go there. It's coming from info@benefitsinacard. You could enroll with us online, I mean, over the phone. Also you gonna find a web, uh, link, or web page that you could go ahead and enroll, but now I'm not sure since you... It's getting, it's being in Spanish. So I suggest you to give us a call back after you read the benefit guide and we could go ahead and enroll you over the phone.

Speaker speaker\_2: Okay. So I don't know, like it's gonna take me a little bit. Do I, how long do I-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... have to choose, to pick my benefits myself?

Speaker speaker\_1: You, you have 30 days from your first paycheck to enroll.

Speaker speaker\_2: 30 days from when?

Speaker speaker\_1: Have you... From your first paycheck. Have you received your first paycheck?

Speaker speaker\_2: No, I have not.

Speaker speaker\_1: No. Well, you still have plenty of time, 30 days.

Speaker speaker\_2: Okay. I'm glad.

Speaker speaker\_1: From your first paycheck.

Speaker speaker\_2: I was nervous. I'm like, "Uh."

Speaker speaker\_1: No. I'm gonna go ahead now and send an email, um, letting them know what's going on.

Speaker speaker\_2: Okay. Let me see.

Speaker speaker\_1: So they could fix that.

Speaker speaker\_2: I should see, um, the email coming through now, or?

Speaker speaker\_1: Yeah, yeah. Check your spam and junk mail. I send it, so you should be receiving it any minute.

Speaker speaker\_2: Okay. Yeah, not yet. Oh, maybe.

Speaker speaker\_1: It's info@benefitsinacard. It usually take a, like a minute or so. Um, the system is being slow today, but let me know. I could resend it, if anything.

Speaker speaker\_2: Okay, so that's still in Spanish.

Speaker speaker\_1: What?

Speaker speaker\_2: Yeah, when you open it, it's in like written in Spanish.

Speaker speaker\_1: That's unacceptable. Oh my God, it is. Let me see if the Spanish one is... 'Cause that's supposed to be English one. Okay, so they got it backwards. The Spanish one-

Speaker speaker\_2: Is in English.

Speaker speaker\_1: So wait, wait, wait with me there. Let's go ahead and resend it to you. Oh, it will say Spanish, but it's not. Let me double check it.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Yeah, it's in English, so. Um, uh, Kayla. That was funny. I mean, like I'm s- I'm so confident, like, "Oh, look, I'm sending her the real one."

Speaker speaker\_2: I was like, "I better look just in case," because that, I was like, "Okay, maybe I misplaced it on the Spanish," 'cause it's up at the top. It says you can pick English or Spanish.

Speaker speaker\_1: Yeah.

Speaker speaker\_2: I'm like, "Well, maybe..." I kept toggling between the two, and I was like, "Well, maybe it'll change" "... the thing." And I'm like, "Well, it's not. That's so weird."

Speaker speaker\_1: No. Nope, I see. Let's see. Let me know if you receive it.

Speaker speaker\_2: Okay. Not yet, but... Okay. Yes, I have English now.

Speaker speaker\_1: Ahh, good, good.

Speaker speaker\_2: Woo!

Speaker speaker\_1: So let me know. Um, if you can't enroll online, just give us a call and we'll go ahead and help you.

Speaker speaker\_2: Okay, perfect.

Speaker speaker\_1: All right? Thank you.

Speaker speaker\_2: Thank you so much.

Speaker speaker\_1: Bye-bye.

Speaker speaker\_2: Okay. Bye-bye.

Speaker speaker\_1: Bye.