

## Transcript: Pearl

**Rojas-4556786094489600-5098150951567360**

### Full Transcript

Hi good morning thank you for calling Benefits in a Card my name is Pearl who do you have the pleasure of speaking with? I'm sorry you're breaking up really bad. I said I'm- Hello? ... behind... Hello? Yes. Can you hear me now? Yes. Yeah, I tell you I'm talking now behind Italia Messy she's the one that got the business uh, for the benefit of the card. Okay, what language does she speak? Uh, she speaks, uh, French. French? Okay I can get an... I'm gonna get an interpreter on the line 'cause I do need to speak with her if she needs to make changes to her account, okay? I can not... for her. I'm sorry, what was that? I said I keep on calling her- I'm sorry, you're breaking up really bad, I can barely understand you. Okay, do you hear me now? Yes, that's better. Yeah, and I told you I can't... that's why I call you, I can't help it, that's why I call you for her. But what does she n- what does she need to do on her account? Yeah, she, she tried to go to do eye exam but they, so they told her she... the card is a medical... medical, a medical, eh, card, you, you cannot use it that's why for her eyes. Okay, what ca- what does her card say? The, the card the back of the card says for medical benefits. Verification customer service plan or whatever. If she has vision coverage it would be a card from MetLife. Does she have any cards that say MetLife on 'em? Oh. So on the front of the card you're talking about the multiple print, to find the provider visit or call. But this one is only talk about the pharmacy on the left side. The far side- It says APL on it, right? Huh? Does it say APL on it? Yeah, let me know, let me look at it, let me look at it. Hmm. Don't think I've seen anything like that. The phone on the top of the left side it just is, for the group number. Go ahead please try- Okay, is she there with you? Yes, she's dialing the card. Okay, I'm gonna get an interpreter on the line 'cause I do need to talk to her and verify her account, okay? Okay. Okay, bear with me one moment I'm gonna get an interpreter on the line and we'll be able to talk to her. Go ahead. That's good. Thank you. Yeah. All right sir I have an interpreter on the line so if you can let me speak with the member that'd be great. Go ahead she's, she's listening to you. All right thank you. You're welcome. Hello bonjour. Bonjour. Bonjour je m'appelle Kijito et je sera votre interprete d'anglais. Hmm. Okay, Italien. Mm-hmm. . Okay ma'am you may now proceed. Thank you. Hi my name is Pearl with Benefits in a Card your friend was saying you need help with your vision coverage? Bonjour je m'appelle Pierre et je, uh, je, je sera la pour vous aider avec votre carte de benefit. Et votre amie nous a dit que vousouliez de l'aide concernant la couverture de vision. Oh yes. Oui, oui, c'est ca. Yes. Okay what's the name of the staffing agency you work for? Uh quel est le nom- Crown Staffing. ... you dit? Un niveau. Crown Staffing. You got it ma'am? Yeah it sounds like Crown Staffing. What are the last four digits of your social? Quels sont les quatre dernier chiffres de votre securite sociale? 52-It is five zero one two. Okay, and what is your name? And if you can confirm your address and date of birth. Ah, okay. And if you can confirm your address and date of birth. Could you repeat that, ma'am? Please. Let's try again. Okay, one second,

ma'am, let me just get you into our system here. Hello? Yes? Sorry. I want to ask you some questions, ma'am. But anyway, I'm so sorry I inter- intervened before the, uh, between the conversation. Okay, you already told her she's just got the medical coverage, but she don't have the vision and the dental. But if she want to add those on her plan did she, did she need to go to count staffing to do that? She has to wait until company open enrollment. Oh, she has, she need to wait until? I'm gonna... Give me one second, I'll tell you when that's, that is. Okay. She has to wait until the beginning of December. Oh, well. I got you now. Um, sir, if you can ask her if she has any other questions or if she needs any other assistance? Nothing. Nothing she done for now, because that's it, that's it, that's the point because I already, I already set up an appointment for her for a vision and for eye exam, but you know. Anyway, they told her in, uh, the medical card is just for the, for the health insurances. And then that's why I call us to find out if she's covered for the eyes, but if she's not, and then maybe, maybe later as you said, maybe she need to waiting on, wait until December to do that again. Okay. If you guys have no other questions, thank you so much for calling. You guys have a great day. Thank you for your services, Mr... Okay. You're welcome, sir.

## Conversation Format

Speaker speaker\_0: Hi good morning thank you for calling Benefits in a Card my name is Pearl who do you have the pleasure of speaking with? I'm sorry you're breaking up really bad.

Speaker speaker\_1: I said I'm-

Speaker speaker\_0: Hello?

Speaker speaker\_1: :... behind... Hello?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Can you hear me now?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Yeah, I tell you I'm talking now behind Italia Messy she's the one that got the business uh, for the benefit of the card.

Speaker speaker\_0: Okay, what language does she speak?

Speaker speaker\_1: Uh, she speaks, uh, French.

Speaker speaker\_0: French? Okay I can get an... I'm gonna get an interpreter on the line 'cause I do need to speak with her if she needs to make changes to her account, okay?

Speaker speaker\_1: I can not... for her.

Speaker speaker\_0: I'm sorry, what was that?

Speaker speaker\_1: I said I keep on calling her-

Speaker speaker\_0: I'm sorry, you're breaking up really bad, I can barely understand you.

Speaker speaker\_1: Okay, do you hear me now?

Speaker speaker\_0: Yes, that's better.

Speaker speaker\_1: Yeah, and I told you I can't... that's why I call you, I can't help it, that's why I call you for her.

Speaker speaker\_0: But what does she n- what does she need to do on her account?

Speaker speaker\_1: Yeah, she, she tried to go to do eye exam but they, so they told her she... the card is a medical... medical, a medical, eh, card, you, you cannot use it that's why for her eyes.

Speaker speaker\_0: Okay, what ca- what does her card say?

Speaker speaker\_1: The, the card the back of the card says for medical benefits. Verification customer service plan or whatever.

Speaker speaker\_0: If she has vision coverage it would be a card from MetLife. Does she have any cards that say MetLife on 'em?

Speaker speaker\_1: Oh. So on the front of the card you're talking about the multiple print, to find the provider visit or call. But this one is only talk about the pharmacy on the left side. The far side-

Speaker speaker\_0: It says APL on it, right?

Speaker speaker\_1: Huh?

Speaker speaker\_0: Does it say APL on it?

Speaker speaker\_1: Yeah, let me know, let me look at it, let me look at it. Hmm. Don't think I've seen anything like that. The phone on the top of the left side it just is, for the group number. Go ahead please try-

Speaker speaker\_0: Okay, is she there with you?

Speaker speaker\_1: Yes, she's dialing the card.

Speaker speaker\_0: Okay, I'm gonna get an interpreter on the line 'cause I do need to talk to her and verify her account, okay?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay, bear with me one moment I'm gonna get an interpreter on the line and we'll be able to talk to her.

Speaker speaker\_1: Go ahead. That's good. Thank you. Yeah.

Speaker speaker\_0: All right sir I have an interpreter on the line so if you can let me speak with the member that'd be great.

Speaker speaker\_1: Go ahead she's, she's listening to you.

Speaker speaker\_0: All right thank you. You're welcome.

Speaker speaker\_2: Hello bonjour.

Speaker speaker\_1: Bonjour.

Speaker speaker\_2: Bonjour je m'appelle Kijito et je sera votre interprete d'anglais.

Speaker speaker\_1: Hmm.

Speaker speaker\_3: Okay, Italien. Mm-hmm. .

Speaker speaker\_2: Okay ma'am you may now proceed.

Speaker speaker\_0: Thank you. Hi my name is Pearl with Benefits in a Card your friend was saying you need help with your vision coverage?

Speaker speaker\_2: Bonjour je m'appelle Pierre et je, uh, je, je sera la pour vous aider avec votre carte de benefit. Et votre amie nous a dit que vousouliez de l'aide concernant la couverture de vision.

Speaker speaker\_3: Oh yes. Oui, oui, c'est ca.

Speaker speaker\_2: Yes.

Speaker speaker\_0: Okay what's the name of the staffing agency you work for?

Speaker speaker\_2: Uh quel est le nom-

Speaker speaker\_3: Crown Staffing.

Speaker speaker\_2: ... you dit?

Speaker speaker\_1: Un niveau.

Speaker speaker\_3: Crown Staffing.

Speaker speaker\_2: You got it ma'am?

Speaker speaker\_0: Yeah it sounds like Crown Staffing. What are the last four digits of your social?

Speaker speaker\_2: Quels sont les quatre dernier chiffres de votre securite sociale?

Speaker speaker\_3: 52-

Speaker speaker\_4: It is five zero one two.

Speaker speaker\_0: Okay, and what is your name?

Speaker speaker\_5: And if you can confirm your address and date of birth. Ah, okay.

Speaker speaker\_0: And if you can confirm your address and date of birth.

Speaker speaker\_4: Could you repeat that, ma'am? Please.

Speaker speaker\_0: Let's try again. Okay, one second, ma'am, let me just get you into our system here.

Speaker speaker\_4: Hello?

Speaker speaker\_0: Yes?

Speaker speaker\_4: Sorry. I want to ask you some questions, ma'am. But anyway, I'm so sorry I inter- intervened before the, uh, between the conversation. Okay, you already told her she's just got the medical coverage, but she don't have the vision and the dental. But if she want to add those on her plan did she, did she need to go to count staffing to do that?

Speaker speaker\_0: She has to wait until company open enrollment.

Speaker speaker\_4: Oh, she has, she need to wait until?

Speaker speaker\_0: I'm gonna... Give me one second, I'll tell you when that's, that is.

Speaker speaker\_4: Okay.

Speaker speaker\_0: She has to wait until the beginning of December.

Speaker speaker\_4: Oh, well. I got you now.

Speaker speaker\_0: Um, sir, if you can ask her if she has any other questions or if she needs any other assistance?

Speaker speaker\_4: Nothing. Nothing she done for now, because that's it, that's it, that's the point because I already, I already set up an appointment for her for a vision and for eye exam, but you know. Anyway, they told her in, uh, the medical card is just for the, for the health insurances. And then that's why I call us to find out if she's covered for the eyes, but if she's not, and then maybe, maybe later as you said, maybe she need to waiting on, wait until December to do that again.

Speaker speaker\_0: Okay. If you guys have no other questions, thank you so much for calling. You guys have a great day. Thank you for your services, Mr...

Speaker speaker\_4: Okay.

Speaker speaker\_5: You're welcome, sir.