

Transcript: Pearl

Rojas-5330319845277696-4922767311552512

Full Transcript

Your call may be monitored- Thank you for ca- Or recorded for quality assurance purposes. I'm sorry, I didn't get that. Please speak or enter your seven-digit client ID. Eight, one, seven, nine, four, two, two. Is that correct? Say yes or press one, or say no or... Let's try once more. Please speak or enter your- Eight, one, seven, nine, four, two, five. Is that correct? Welcome. Which language would you like interpreted? For French, press or say one. For French- You have selected French. Did I get that correct? Yes. Please hold while I locate your interpreter. Hello. This is your French interpreter, number four, zero, five, seven, eight, five. I look forward to helping you today. Please speak clearly and use short phrases. To ensure accuracy, I'll verify all numbers. How may I help you? All righty. Thank you so much. My name is Pearl from Medicine in a Carton. I have a member on the line that wants to cancel his coverage, but doesn't under- understand me quite as, uh, quite well. I would like to connect a call and you can introduce yourself. Okay, no worries. Can you bear with me? There we are. Bonjour, je suis votre interprète en anglais. Yeah, yeah. Sure, sure. Okay. Tres bien. Oui, oui, oui. Ready? Um, I need the name of your staff agency and the last four digits of your Social. Je suis votre interprète. Je vais juste te demander une répétition. Huh? This is the interpreter. Could you please repeat that? The name of the staff, the agency, and the last four digits of your Social. Oh, j'ai besoin du nom de l'agence et les derniers chiffres de votre... votre numéro de sécurité sociale. Le dernier chiffre de l'agence est le... le dernier chiffre de votre sécurité sociale, no problem. Et... le numéro de l'agence est W... WSI Company. So, um, uh, the, the, uh, agency number is WSI. Okay. And is that Workforce Strategies or WorkSmart? Je suis votre interprète. Je vais demander une répétition. This is the interpreter. Could you please repeat that? Okay. Is WSI for Workforce Strategies or for WorkSmart? C'est pour Workforce Strategies ou bien WorkSmart? Je sais pas. Ils m'ont cherché du travail à, euh... Ils m'ont cherché du travail au... à l'endroit de... Attends, je suis en train de regarder. WDP. Ils m'ont trouvé du travail là-bas. C'était hier, ma première jour. Mais je suis passé à leur agence. C'est... ils cherchent du travail pour les gens, en fait. I, I don't know. Um, they helped me look for a job. Um, I got a job at WDP. Yesterday was my first day. Yeah, they help people, uh, get a job. Okay. I... The thing is, I have two companies that use WSI, so I need to confirm if it's WorkSmart or Workforce Strategies. Ok, je vois. Donc, la chose, c'est qu'il y a deux compagnies qui utilisent WSI. Il y a WorkSmart et il y a aussi Workforce Strategies. Ah. C'est ça. C'est eux-mêmes qui m'ont donné le numéro de... de ce type. Ils m'ont donné cette numéro parce que je les ai parlé que j'ai fait l'assurance là-bas. Quand je faisais mes papiers de travail, j'ai fait l'assurance. J'ai dit, okay, parce que je suis cé- célibataire. Donc, ils ont dit qu'ils vont couper 15 dollars chaque month sur mon assurance, alors que j'avais une autre assurance. Donc, j'ai dit maintenant de stopper ça. Si elle veut mon numéro de Social, je lui donne ça, comme ça, elle va vérifier. C'est plus facile pour moi. Well, um, they gave me the

form this Monday, um, because I talked to them and I told them I had these concerns. And, uh, they were helping me with my work paper. And so, um, since I'm, uh, I'm single, they told me that they're going to deduct this every month from my insurance and, uh, even though I have another insurance. And so now I ask them to stop that. So, if you want my Social Security number, I can give you that and that's something So, unfortunately, I do need the name of the staffing agency. I need you to confirm whether which one it is. You, you can call them a call and ask them what the name is, Work Smart or Work First Strategies. But I won't be able to find your account unless I know which one it is. Oui, mais malheureusement, j'ai besoin du nom de la compagnie de l'agence. Et donc, uh, j'ai besoin que vous confirmez la qualité. Donc, vous pouvez le rappeler et leur demander si leur nom est Work Smart ou bien Work First Strategy. Donc, je ne pourrai pas trouver votre compte si je ne sais pas laquelle it is. Okay, je vais la rappeler ou bien aussi pour ceux qui vais passer à leur office là-bas, on va vous appeler. Okay, um, I'm going to call them or if possible, I'm going to go to their office, uh, there and then will call you. Hello? Hello? Hello? Alright. Um, that's fine. You can give us a call back Monday to Friday, 08:00 AM to 03:00 PM Eastern Standard Time. Donc, oui. Ça va. Donc, vous nous appelez lundi au vendredi. We will return your call. Ok, merci. Bonne journée. All right, have a good day. You as well. Thank you for assisting. You too.

Conversation Format

Speaker speaker_0: Your call may be monitored-

Speaker speaker_1: Thank you for ca-

Speaker speaker_0: Or recorded for quality assurance purposes.

Speaker speaker_1: I'm sorry, I didn't get that. Please speak or enter your seven-digit client ID.

Speaker speaker_2: Eight, one, seven, nine, four, two, two.

Speaker speaker_1: Is that correct? Say yes or press one, or say no or... Let's try once more. Please speak or enter your-

Speaker speaker_2: Eight, one, seven, nine, four, two, five.

Speaker speaker_1: Is that correct? Welcome. Which language would you like interpreted?

Speaker speaker_2: For French, press or say one. For French-

Speaker speaker_1: You have selected French. Did I get that correct?

Speaker speaker_3: Yes.

Speaker speaker_1: Please hold while I locate your interpreter.

Speaker speaker_4: Hello. This is your French interpreter, number four, zero, five, seven, eight, five. I look forward to helping you today. Please speak clearly and use short phrases. To ensure accuracy, I'll verify all numbers. How may I help you?

Speaker speaker_5: All righty. Thank you so much. My name is Pearl from Medicine in a Carton. I have a member on the line that wants to cancel his coverage, but doesn't understand me quite as, uh, quite well. I would like to connect a call and you can introduce yourself.

Speaker speaker_4: Okay, no worries.

Speaker speaker_5: Can you bear with me? There we are.

Speaker speaker_4: Bonjour, je suis votre interprète en anglais.

Speaker speaker_6: Yeah, yeah. Sure, sure.

Speaker speaker_7: Okay.

Speaker speaker_4: Tres bien.

Speaker speaker_7: Oui, oui, oui.

Speaker speaker_5: Ready? Um, I need the name of your staff agency and the last four digits of your Social.

Speaker speaker_4: Je suis votre interprète. Je vais juste te demander une répétition.

Speaker speaker_6: Huh?

Speaker speaker_4: This is the interpreter. Could you please repeat that?

Speaker speaker_5: The name of the staff, the agency, and the last four digits of your Social.

Speaker speaker_4: Oh, j'ai besoin du nom de l'agence et les derniers chiffres de votre... votre numéro de sécurité sociale.

Speaker speaker_6: Le dernier chiffre de l'agence est le... le dernier chiffre de votre sécurité sociale, no problem. Et... le numéro de l'agence est W... WSI Company.

Speaker speaker_4: So, um, uh, the, the, uh, agency number is WSI.

Speaker speaker_5: Okay. And is that Workforce Strategies or WorkSmart?

Speaker speaker_4: Je suis votre interprète. Je vais demander une répétition. This is the interpreter. Could you please repeat that?

Speaker speaker_5: Okay. Is WSI for Workforce Strategies or for WorkSmart?

Speaker speaker_4: C'est pour Workforce Strategies ou bien WorkSmart?

Speaker speaker_6: Je sais pas. Ils m'ont cherché du travail à, euh... Ils m'ont cherché du travail au... à l'endroit de... Attends, je suis en train de regarder. WDP. Ils m'ont trouvé du travail là-bas. C'était hier, ma première jour. Mais je suis passé à leur agence. C'est... ils cherchent du travail pour les gens, en fait.

Speaker speaker_4: I, I don't know. Um, they helped me look for a job. Um, I got a job at WDP. Yesterday was my first day. Yeah, they help people, uh, get a job.

Speaker speaker_5: Okay. I... The thing is, I have two companies that use WSI, so I need to confirm if it's WorkSmart or Workforce Strategies.

Speaker speaker_4: Ok, je vois. Donc, la chose, c'est qu'il y a deux compagnies qui utilisent WSI. Il y a WorkSmart et il y a aussi Workforce Strategies.

Speaker speaker_6: Ah. C'est ça. C'est eux-mêmes qui m'ont donné le numéro de... de ce type. Ils m'ont donné cette numéro parce que je les ai parlé que j'ai fait l'assurance là-bas. Quand je faisais mes papiers de travail, j'ai fait l'assurance. J'ai dit, okay, parce que je suis cé- célibataire. Donc, ils ont dit qu'ils vont couper 15 dollars chaque month sur mon assurance, alors que j'avais une autre assurance. Donc, j'ai dit maintenant de stopper ça. Si elle veut mon numéro de Social, je lui donne ça, comme ça, elle va vérifier. C'est plus facile pour moi.

Speaker speaker_4: Well, um, they gave me the form this Monday, um, because I talked to them and I told them I had these concerns. And, uh, they were helping me with my work paper. And so, um, since I'm, uh, I'm single, they told me that they're going to deduct this every month from my insurance and, uh, even though I have another insurance. And so now I ask them to stop that. So, if you want my Social Security number, I can give you that and that's something

Speaker speaker_5: So, unfortunately, I do need the name of the staffing agency. I need you to confirm whether which one it is. You, you can ca-- give them a call and ask them what the name is, Work Smart or Work First Strategies. But I won't be able to find your account unless I know which one it is.

Speaker speaker_4: Oui, mais malheureusement, j'ai besoin du nom de la compagnie de l'agence. Et donc, uh, j'ai besoin que vous confirmez la qualité. Donc, vous pouvez le rappeler et leur demander si leur nom est Work Smart ou bien Work First Strategy. Donc, je ne pourrai pas trouver votre compte si je ne sais pas laquelle it is.

Speaker speaker_8: Okay, je vais la rappeler ou bien aussi pour ceux qui vais passer à leur office là-bas, on va vous appeler.

Speaker speaker_4: Okay, um, I'm going to call them or if possible, I'm going to go to their office, uh, there and then will call you. Hello?

Speaker speaker_5: Hello?

Speaker speaker_4: Hello?

Speaker speaker_5: Alright. Um, that's fine. You can give us a call back Monday to Friday, 08:00 AM to 03:00 PM Eastern Standard Time.

Speaker speaker_4: Donc, oui. Ça va. Donc, vous nous appelez lundi au vendredi. We will return your call.

Speaker speaker_8: Ok, merci. Bonne journée.

Speaker speaker_4: All right, have a good day.

Speaker speaker_5: You as well. Thank you for assisting.

Speaker speaker_4: You too.