

## Transcript: Pearl

**Rojas-5390861393379328-6483466646634496**

### Full Transcript

Thank you for ca- Your call may be monitored or recorded for quality assurance purposes. I'm sorry, I didn't get that. Please speak or enter your seven-digit client ID. 8179425, is that correct? Say yes or- Yes. ... press 1. Welcome, which language would you like interpreted? For Haitian, press or say 1. For Haitian Creole, press or say 2. You have selected Haitian Creole. Did I get that correct? Yes. Please hold while I locate your interpreter. 00231, I look forward to helping you today. Please speak clearly and use short phrases to ensure accuracy. I will verify all numbers. How may I help you? Hi, my name is Pearl. I'm with Benefits in a Card and I have a member that speaks Creole on the line that needs assistance. I will, um, I'm going to put her through right now with us and then you can introduce yourself. Hello? Hello? Oui, se yon kipamanitè prezan klè yo. Manmanitè premye tou sa a w souve. Sili pa prepare e kle e pi prizé frans kou. Oui, papi wè moun va revize yon numero ou memakaj sanp man w. Yan ti bonb an sèv yo pple. You may now begin. Okay. My name is Pearl Call... My, my name is Pearl with Benefits in a Card. How can I assist you? Oui, manfò konnen mwen reyè Pearl konsyen benifis ki sou kap. Koman m ka ede w em? Yon mesaj yo te voye pou m sa a. Se yon mesaj tekst. Yo mande m eske yo ka peye aksilans pou m menm. Man valè e oube. Yon mesaj yo te voye pou m renmen. Se yon mesaj tekst. Yo te mande m eske yo ka peye aksilans pou m menm. They sent me a text message asking if they can pay insurance for me. They... You received a text message saying if you can pay for insurance? Ou sevi yon mesaj tekst ki di w kalpe yov a aksilans? Mwen beswen pou yon elimine y pa mwen menm. Elimine kisa? Ee, aksilans a mwen... I want to cancel the insurance. Okay, what's the name of the staffing agency you work for? E se w ka ba m mwen non-staff kap kalpe yon? 16 Staffing. Ou di 16 Staffing? Oui. 16 Staffing. Um, okay. I'm sorry, what staffing agency? Se kiy ajans? 16... 16 Staffing. 16 Staffing. 16 Staffing, okay. And what are the last four digits of your social? Ka ba m mwen ka denye sis nime yon sosyal ou. 4163. 46173. And your name? E koma Willy. Yannick Felix. Yannick Felix. And your address and date of birth. Pou ka ba m adres w e dato fèt? Adres m fet? Adres pote n sa a syen? Adres w e dato fèt, sili pple. Adres mwen se 357 Lennon Lane, Indianapolis. Yon pran ayisyen. E dato fèt? 04/11/1987. My address is 3057 Lennon Lane, Indianapolis, and date of birth is 04/11/1987. Okay, and I have your phone number as 317-566-4687. Eskri yon nimewo tereyéfono se 317-566- Oui. ...4687. Oui. Renseptizwa sa? Oui. Oui, 4687. Yes, correct. And I have your email address as your first name, your last name, 481 at gmail.com. E-mail w se non syinyativ 481@gmail.com. Oui. Yes. Okay, and you want to decline coverage, correct? E wopa bezwen aksilans tankou ap re. No. Woi. No! Napa bezwen aksilans tankou. No, I no longer want the insurance. Okay, I went ahead and opted you out. Is there anything else I can assist you with? Pitman mete diyaj w ap w donk. Ka m ete yon lòt bayè, yon lòt bagay? Ou sèlman m. I'm all set. Thank you so much for calling. You have a great day. Mèsi rapide koulè yon bon jounen. Thank you for calling.

Have a great day. Osa ka pran. Thank you for your service. Have a good day. Mèsi.

## Conversation Format

Speaker speaker\_0: Thank you for ca-

Speaker speaker\_1: Your call may be monitored or recorded for quality assurance purposes. I'm sorry, I didn't get that. Please speak or enter your seven-digit client ID. 8179425, is that correct? Say yes or-

Speaker speaker\_2: Yes.

Speaker speaker\_1: ... press 1. Welcome, which language would you like interpreted? For Haitian, press or say 1. For Haitian Creole, press or say 2. You have selected Haitian Creole. Did I get that correct?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Please hold while I locate your interpreter.

Speaker speaker\_3: 00231, I look forward to helping you today. Please speak clearly and use short phrases to ensure accuracy. I will verify all numbers. How may I help you?

Speaker speaker\_4: Hi, my name is Pearl. I'm with Benefits in a Card and I have a member that speaks Creole on the line that needs assistance. I will, um, I'm going to put her through right now with us and then you can introduce yourself.

Speaker speaker\_5: Hello? Hello?

Speaker speaker\_3: Oui, se yon kipamanitè prezan klè yo. Manmanitè premye tou sa a w souve. Sili pa prepare e kle e pi prizé fras kou. Oui, papi wè moun va revize yon numero ou memakaj sanp man w. Yan ti bonb an sèw yo pple. You may now begin.

Speaker speaker\_4: Okay. My name is Pearl Call... My, my name is Pearl with Benefits in a Card. How can I assist you?

Speaker speaker\_3: Oui, manfò konnen mwen reyè Pearl konsyen benifis ki sou kap. Koman m ka ede w em?

Speaker speaker\_5: Yon mesaj yo te voye pou m sa a. Se yon mesaj tekst. Yo mande m eske yo ka peye aksilans pou m menm.

Speaker speaker\_3: Man valè e oube.

Speaker speaker\_5: Yon mesaj yo te voye pou m renmen. Se yon mesaj tekst. Yo te mande m eske yo ka peye aksilans pou m menm.

Speaker speaker\_3: They sent me a text message asking if they can pay insurance for me.

Speaker speaker\_4: They... You received a text message saying if you can pay for insurance?

Speaker speaker\_3: Ou sevi yon mesaj tekst ki di w kalpe yov a aksilans?

Speaker speaker\_5: Mwen beswen pou yon elimine y pa mwen menm.

Speaker speaker\_3: Elimine kisa?

Speaker speaker\_5: Ee, aksilans a mwen...

Speaker speaker\_3: I want to cancel the insurance.

Speaker speaker\_4: Okay, what's the name of the staffing agency you work for?

Speaker speaker\_3: E se w ka ba m mwen non-staff kap kalpe yon?

Speaker speaker\_5: 16 Staffing.

Speaker speaker\_3: Ou di 16 Staffing?

Speaker speaker\_5: Oui.

Speaker speaker\_3: 16 Staffing.

Speaker speaker\_4: Um, okay. I'm sorry, what staffing agency?

Speaker speaker\_3: Se kiy ajans?

Speaker speaker\_5: 16... 16 Staffing.

Speaker speaker\_3: 16 Staffing.

Speaker speaker\_4: 16 Staffing, okay. And what are the last four digits of your social?

Speaker speaker\_3: Ka ba m mwen ka denye sis nume yon sosyal ou.

Speaker speaker\_5: 4163.

Speaker speaker\_3: 46173.

Speaker speaker\_4: And your name?

Speaker speaker\_3: E koma Willy.

Speaker speaker\_5: Yannick Felix.

Speaker speaker\_3: Yannick Felix.

Speaker speaker\_4: And your address and date of birth.

Speaker speaker\_3: Pou ka ba m adres w e dato fèt?

Speaker speaker\_5: Adres m fet? Adres pote n sa a syen?

Speaker speaker\_3: Adres w e dato fèt, sili pple.

Speaker speaker\_5: Adres mwen se 357 Lennon Lane, Indianapolis.

Speaker speaker\_2: Yon pran ayisyen.

Speaker speaker\_3: E dato fèt?

Speaker speaker\_5: 04/11/1987.

Speaker speaker\_3: My address is 3057 Lennon Lane, Indianapolis, and date of birth is 04/11/1987.

Speaker speaker\_4: Okay, and I have your phone number as 317-566-4687.

Speaker speaker\_3: Eskri yon nimewo tereyéfono se 317-566-

Speaker speaker\_2: Oui.

Speaker speaker\_3: ...4687.

Speaker speaker\_2: Oui.

Speaker speaker\_3: Renseptizwa sa?

Speaker speaker\_2: Oui. Oui, 4687.

Speaker speaker\_3: Yes, correct.

Speaker speaker\_4: And I have your email address as your first name, your last name, 481 at gmail.com.

Speaker speaker\_3: E-mail w se non syinyativ 481@gmail.com.

Speaker speaker\_2: Oui.

Speaker speaker\_3: Yes.

Speaker speaker\_4: Okay, and you want to decline coverage, correct?

Speaker speaker\_3: E wopa bezwen aksilans tankou ap re.

Speaker speaker\_2: No. Woi. No! Napa bezwen aksilans tankou.

Speaker speaker\_3: No, I no longer want the insurance.

Speaker speaker\_4: Okay, I went ahead and opted you out. Is there anything else I can assist you with?

Speaker speaker\_3: Pitman mete diyaj w ap w donk. Ka m ete yon lòt bayè, yon lòt bagay?

Speaker speaker\_2: Ou sèlman m.

Speaker speaker\_3: I'm all set.

Speaker speaker\_4: Thank you so much for calling. You have a great day.

Speaker speaker\_3: Mèsi rapide koulè yon bon jounen. Thank you for calling. Have a great day. Osa ka pran.

Speaker speaker\_4: Thank you for your service. Have a good day.

Speaker speaker\_2: Mèsi.