

Transcript: Pearl

Rojas-5552339391660032-4967918091419648

Full Transcript

Your call may be monitored or- Thank you for calling- ... recorded for quality assurance purposes. I'm sorry, I didn't get that. Please speak or enter your seven-digit client I... 817-9425. Is that correct? Say yes or press one, or say... Welcome, which language would you like interpreted? For Haitian, press or say one. For Haitian Creole... You have selected Haitian. Did I get that correct? No. I'm sorry, I still didn't get that. Please hold for a customer service representative. Thank you very much for calling TransferWise customer service. Your question for a Haitian Creole interpreter? Yes. We'll connect right now. Thank you. Well, this is our Haitian Creole interpreter, number 403923. I look forward to helping you today. Please speak clearly and use short phrases to ensure accuracy. I'll verify all the numbers. How may I help you? Hi, my name is Pearl... with benefits and a card and I have a brother speaks Haitian Creole that needs assistance. Sure, you may conference him. Um, she should be on the line. Okay. Hello, bonjour. Hello. Hello, bonjour. . Mm-hmm. Um, you may begin. Okay. Uh, what is the name of the staff agency you work for? . Serge. Staff. What staff name again? Serge. Um, the staff name is Serge. Okay. And the last four digits of your Social? . 19650. Okay. And your name? . Dodonée Islnd. My name is Dodonée Islnd. Okay, one moment. One more moment. Okay. How long have you been working with Serge? . . Um, since October, so I would say, oh, um, six months. Okay. What is your date of birth? . . Um, May 8th, 1975. Okay. And your address? Address, uh- 03... Yes, 2013. 2006... 05... 2006. 05. 05, Bird... Bird, you're right. What's 2006? It's like 1305 Bird Drive. 1305 Bird Drive? 1305, I'm sorry, what drive? Bird Drive, she said. Bird Drive. Okay, I have a different address on file. What is your old address? . . I thought you guys updated it? . So, listen- I think I did. I don't have it updated in our system. If you spoke with the staff agency, their system is separate. Maybe I did. Maybe I didn't, yeah. All right. The actual address was... 10987 Orly Drive. She has 10987, no? Oh, that one. . Orly Drive, was it 10987 Orly Drive? Yes, 10987 Orly Drive. Um, 10987 Orly Drive. And the city and state? . Shippensburg, Pennsylvania. Huh? All right. And you said the new address is 1305 Bird Drive, correct? Yes. Okay. And it's the same city and state? We- Ask her the... Oh, okay. Yes. I have your phone number as 786-413-6296. Yes. I do need her to confirm. Okay, just to confirm, you say the phone number is 786-413-6296? Yes. Okay, . Yes, it is. Uh-huh. I just need to make sure that the member is confirming and not the other person because we are on a recorded line. Hello? Hello, madam? Oui. Yes. Okay, and I have your email address as your first name, your... Um, actually, so the first name and then F-L-E-U-R-I-M-E 44@gmail.com? Yes. Say yes. Uh, 'cause that's, that's a different person. It's not the... Is that the late, the member answering? Um, she said it's Fleurie May. No. Oh, okay. She's going to double-check. Okay. It's f■■■■l. Ah, f■■■■l. So yes, the first name Fleurie May 44@gmail, yes. Okay. So looking at your account, you don't have active coverage since decem- since the beginning of January. Look, . Please stop 'cause I wasn't

working, and I am calling so I can remove it. I can r- remove the insurance. Okay, so you no longer want the insurance because the other lady said you were wanting your ID cards. So, um, they never said it, so I have a... So, every time I call Surge, they tell me that they, they would send it out but they never did. But now I have a no- I have another insurance so I no longer want this one. Okay. Um, that's completely fine because there was more than four missed deductions. The coverage canceled itself out, so you no longer have coverage. So, um, that means you guys don't have... Y- you guys w- won't, won't charge me anymore, right? You guys won't be charging me? Correct. You're no longer being, um, deducted for that coverage. Did you start working with Surge again? Yes, with Surge. Okay. As long as you don't call to reinstate your coverage or, um, or select anything on onboarding you won't be enrolled again. Okay. Um, I don't want to re-enroll. I just want to stop it. I don't want to- Okay. Okay, the coverage is canceled so y- you're good to go and there will be no deductions. So, you can also stop my, uh, my husband's ones 'cause we, we do take one for, um-On, um, fam- on family insurance. So he, he no longer wants to use it, so you can also, um, stop his... Okay, so he does have... He, he does work with Surge and has coverage that he wants to cancel? . Mm-hmm. Yes. Okay, is he there with you? . . Yes, he is. Okay, I will need to speak with him to make changes to his account. . Okay. Okay. Hi, good afternoon, sir. What are the last four digits of your Social? . 63, 40. 63, 40. And your name? Name? Jules Levi Dieudonné. . Jules Levi Dieudonné. Jules Levi Dieudonné. Jules- Yes. Levi Dieudonné, okay. And the address and your date of birth. . . . Um. . Um, 1305 Bond Drive. Okay, the city, state, and your date of birth. . New York State. . . Shependeg. . Shependeg, Shependeg. Shependeg? . Shependeg. Shependeg. Pennsylvania. Pennsylvania. Um, date of birth, August 11th, 1957. Okay, and I have your phone number as 786-257-6075. . Um, 786-257-6075. . Yes. Okay now, I have your email address as juleslevi@gmail.com. . Yes. Okay. So your coverage has been canceled out, as well, for missed payments. . Okay. All right. Do you have any questions? . New York French. No question? All righty, thank you so much for calling. You have a great day. . All right, thank you. Okay, merci. Thank you, you have a great day. You as well. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or-

Speaker speaker_1: Thank you for calling-

Speaker speaker_0: ... recorded for quality assurance purposes.

Speaker speaker_1: I'm sorry, I didn't get that. Please speak or enter your seven-digit client I... 817-9425. Is that correct? Say yes or press one, or say... Welcome, which language would you like interpreted? For Haitian, press or say one. For Haitian Creole... You have selected Haitian. Did I get that correct?

Speaker speaker_2: No.

Speaker speaker_1: I'm sorry, I still didn't get that. Please hold for a customer service representative.

Speaker speaker_3: Thank you very much for calling TransferWise customer service. Your question for a Haitian Creole interpreter?

Speaker speaker_2: Yes.

Speaker speaker_3: We'll connect right now.

Speaker speaker_2: Thank you.

Speaker speaker_3: Well, this is our Haitian Creole interpreter, number 403923. I look forward to helping you today. Please speak clearly and use short phrases to ensure accuracy. I'll verify all the numbers. How may I help you?

Speaker speaker_2: Hi, my name is Pearl... with benefits and a card and I have a brother speaks Haitian Creole that needs assistance.

Speaker speaker_3: Sure, you may conference him.

Speaker speaker_2: Um, she should be on the line.

Speaker speaker_3: Okay. Hello, bonjour.

Speaker speaker_2: Hello.

Speaker speaker_1: Hello, bonjour.

Speaker speaker_3: .

Speaker speaker_4: Mm-hmm.

Speaker speaker_3: Um, you may begin.

Speaker speaker_2: Okay. Uh, what is the name of the staff agency you work for?

Speaker speaker_3: .

Speaker speaker_1: Serge. Staff.

Speaker speaker_3: What staff name again?

Speaker speaker_1: Serge.

Speaker speaker_3: Um, the staff name is Serge.

Speaker speaker_2: Okay. And the last four digits of your Social?

Speaker speaker_3: .

Speaker speaker_4: 19650.

Speaker speaker_2: Okay. And your name?

Speaker speaker_3: .

Speaker speaker_4: Dodonée Islnd.

Speaker speaker_3: My name is Dodonée Islnd.

Speaker speaker_2: Okay, one moment.

Speaker speaker_3: One more moment.

Speaker speaker_4: Okay.

Speaker speaker_2: How long have you been working with Serge?

Speaker speaker_3: .

Speaker speaker_4: .

Speaker speaker_3: Um, since October, so I would say, oh, um, six months.

Speaker speaker_2: Okay. What is your date of birth?

Speaker speaker_3: .

Speaker speaker_4: .

Speaker speaker_3: Um, May 8th, 1975.

Speaker speaker_2: Okay. And your address?

Speaker speaker_3: Address, uh-

Speaker speaker_4: 03... Yes, 2013. 2006... 05... 2006. 05. 05, Bird... Bird, you're right.

Speaker speaker_3: What's 2006?

Speaker speaker_4: It's like 1305 Bird Drive.

Speaker speaker_3: 1305 Bird Drive?

Speaker speaker_2: 1305, I'm sorry, what drive?

Speaker speaker_3: Bird Drive, she said.

Speaker speaker_4: Bird Drive.

Speaker speaker_2: Okay, I have a different address on file. What is your old address?

Speaker speaker_3: .

Speaker speaker_4: .

Speaker speaker_3: I thought you guys updated it?

Speaker speaker_4: .

Speaker speaker_2: So, listen-

Speaker speaker_3: I think I did.

Speaker speaker_2: I don't have it updated in our system. If you spoke with the staff agency, their system is separate.

Speaker speaker_3: Maybe I did. Maybe I didn't, yeah.

Speaker speaker_4: All right. The actual address was... 10987 Orly Drive.

Speaker speaker_3: She has 10987, no? Oh, that one. . Orly Drive, was it 10987 Orly Drive?

Speaker speaker_4: Yes, 10987 Orly Drive.

Speaker speaker_3: Um, 10987 Orly Drive.

Speaker speaker_2: And the city and state?

Speaker speaker_3: .

Speaker speaker_4: Shippensburg, Pennsylvania.

Speaker speaker_3: Huh?

Speaker speaker_2: All righty. And you said the new address is 1305 Bird Drive, correct?

Speaker speaker_4: Yes.

Speaker speaker_2: Okay. And it's the same city and state?

Speaker speaker_4: We-

Speaker speaker_3: Ask her the... Oh, okay. Yes.

Speaker speaker_2: I have your phone number as 786-413-6296.

Speaker speaker_5: Yes.

Speaker speaker_2: I do need her to confirm.

Speaker speaker_5: Okay, just to confirm, you say the phone number is 786-413-6296?

Speaker speaker_2: Yes.

Speaker speaker_5: Okay, . Yes, it is.

Speaker speaker_2: Uh-huh. I just need to make sure that the member is confirming and not the other person because we are on a recorded line.

Speaker speaker_5: Hello? Hello, madam?

Speaker speaker_6: Oui.

Speaker speaker_5: Yes.

Speaker speaker_2: Okay, and I have your email address as your first name, your... Um, actually, so the first name and then F-L-E-U-R-I-M-E 44@gmail.com?

Speaker speaker_6: Yes.

Speaker speaker_5: Say yes.

Speaker speaker_2: Uh, 'cause that's, that's a different person. It's not the... Is that the late, the member answering?

Speaker speaker_5: Um, she said it's Fleurie May.

Speaker speaker_6: No.

Speaker speaker_5: Oh, okay. She's going to double-check. Okay.

Speaker speaker_6: It's f■■■■l.

Speaker speaker_5: Ah, f■■■■l. So yes, the first name Fleurie May 44@gmail, yes.

Speaker speaker_2: Okay. So looking at your account, you don't have active coverage since decem- since the beginning of January.

Speaker speaker_5: Look, . Please stop 'cause I wasn't working, and I am calling so I can remove it. I can r- remove the insurance.

Speaker speaker_2: Okay, so you no longer want the insurance because the other lady said you were wanting your ID cards.

Speaker speaker_5: So, um, they never said it, so I have a... So, every time I call Surge, they tell me that they, they would send it out but they never did. But now I have a no- I have another insurance so I no longer want this one.

Speaker speaker_2: Okay. Um, that's completely fine because there was more than four missed deductions. The coverage canceled itself out, so you no longer have coverage.

Speaker speaker_5: So, um, that means you guys don't have... Y- you guys w- won't, won't charge me anymore, right? You guys won't be charging me?

Speaker speaker_2: Correct. You're no longer being, um, deducted for that coverage. Did you start working with Surge again?

Speaker speaker_5: Yes, with Surge.

Speaker speaker_2: Okay. As long as you don't call to reinstate your coverage or, um, or select anything on onboarding you won't be enrolled again.

Speaker speaker_5: Okay. Um, I don't want to re-enroll. I just want to stop it. I don't want to-

Speaker speaker_2: Okay. Okay, the coverage is canceled so y- you're good to go and there will be no deductions.

Speaker speaker_5: So, you can also stop my, uh, my husband's ones 'cause we, we do take one for, um-On, um, fam- on family insurance. So he, he no longer wants to use it, so you can also, um, stop his...

Speaker speaker_2: Okay, so he does have... He, he does work with Surge and has coverage that he wants to cancel?

Speaker speaker_5: .

Speaker speaker_7: Mm-hmm.

Speaker speaker_5: Yes.

Speaker speaker_2: Okay, is he there with you?

Speaker speaker_5: .

Speaker speaker_7: .

Speaker speaker_5: Yes, he is.

Speaker speaker_2: Okay, I will need to speak with him to make changes to his account.

Speaker speaker_5: .

Speaker speaker_7: Okay.

Speaker speaker_8: Okay.

Speaker speaker_2: Hi, good afternoon, sir. What are the last four digits of your Social?

Speaker speaker_5: .

Speaker speaker_8: 63, 40.

Speaker speaker_5: 63, 40.

Speaker speaker_2: And your name?

Speaker speaker_5: Name?

Speaker speaker_8: Jules Levi Dieudonné.

Speaker speaker_5: .

Speaker speaker_8: Jules Levi Dieudonné.

Speaker speaker_5: Jules Levi Dieudonné. Jules-

Speaker speaker_2: Yes.

Speaker speaker_5: Levi Dieudonné, okay.

Speaker speaker_2: And the address and your date of birth.

Speaker speaker_5: .

Speaker speaker_8: .

Speaker speaker_7: .

Speaker speaker_5: Um.

Speaker speaker_7: .

Speaker speaker_5: Um, 1305 Bond Drive.

Speaker speaker_2: Okay, the city, state, and your date of birth.

Speaker speaker_5: .

Speaker speaker_8: New York State. .

Speaker speaker_5: .

Speaker speaker_8: Shependeg.

Speaker speaker_5: .

Speaker speaker_7: Shependeg, Shependeg.

Speaker speaker_5: Shependeg? . Shependeg.

Speaker speaker_7: Shependeg. Pennsylvania.

Speaker speaker_5: Pennsylvania. Um, date of birth, August 11th, 1957.

Speaker speaker_2: Okay, and I have your phone number as 786-257-6075.

Speaker speaker_5: .

Speaker speaker_8: Um, 786-257-6075. . Yes.

Speaker speaker_2: Okay now, I have your email address as juleslevi@gmail.com.

Speaker speaker_5: . Yes.

Speaker speaker_2: Okay. So your coverage has been canceled out, as well, for missed payments.

Speaker speaker_5: .

Speaker speaker_8: Okay.

Speaker speaker_2: All right. Do you have any questions?

Speaker speaker_5: .

Speaker speaker_8: New York French.

Speaker speaker_5: No question?

Speaker speaker_2: All righty, thank you so much for calling. You have a great day.

Speaker speaker_5: . All right, thank you.

Speaker speaker_8: Okay, merci.

Speaker speaker_2: Thank you, you have a great day.

Speaker speaker_5: You as well.

Speaker speaker_7: Bye.