

Transcript: Pearl

Rojas-5615273860317184-5182575836577792

Full Transcript

... monitored or recorded for quality assurance purposes. I'm sorry, I didn't get that. Please speak or enter your seven-digit client ID. 817-9425. Is that correct? Say yes or press 1, or say... Welcome, which language would you like interpreted? For Haitian, press or say 1. For Haitian Cre... 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 for calling Trans-Perfect customer service. What language do you need? Haitian Creole, please. All right, thank you. Please hold for an interpreter available. Thank you. You're welcome. Hello, this is your Haitian Creole interpreter, number 403909. 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? Hi, my name is Pearl with Benefits in a Card, and I'm told that you want to opt out of benefits. Uh, yes. Wait, what? Hello? Yes, so the interpreter's on the line now, so if you can... if I could speak with her, um- Okay. ... so we can get that done. I don't know. Hello. Hello. Okay. Um, may I introduce myself first to the customer provider? Yes, sure. Hello. Bonjour. Um, . Okay. My name is Ludmia. So what I want it is, uh... I just wanna cancel the insurance that I have. Okay. And what are the last four digits of your Social? Mm-hmm. 2066. Oui. Social number? Oui. 47... Mm-hmm. 20... Speaking Creole. 76. Okay. Bien. 2066. Okay. 20- 76. 76. Okay. The last four digits of my Social Security number would be 2066. All righty. And... Repeat your name for me. speaking Haitian Creole speaking Haitian Creole Mm-hmm. And if you can confirm your address and date of birth. Okay. Marion. Mm-hmm. P-L. P-L. Mm-hmm. Columbus. Columbus. Mm-hmm. Ohio. Ohio. 3237. Okay, look. I'm just checking something with you. You told me it's 3223 Marion P-L- Mm-hmm. ... Columbus, Ohio. Mm-hmm. And then you told me the zip code is 43227. Yeah. Mm-hmm. Okay, so the address would be... The address would be 32... 23 Marion. So- P as in, uh, pike, L as in Larry. Yeah. Columbus, Ohio. And the zip code would be 43227. I have a different address on file. Did she, did you recently move or provide a different one to the agency? Okay. So, uh, I have another address. Uh, uh, I have a different address than the one you gave us. But is that- Ah. ... is that you changed your address to the other side, or is that another address that you gave to this agency? Um, I gave another address because the address we had was no longer available. I was, I lived in Florida. Currently, I live in Ohio, and that's why there is a different address. The reason why the address is different because of I, I, I was living in Florida actually- Mm-hmm. ... so this is the address that I provided and I moved to Ohio right now. So- No. Uh, that is my new address. No, you don't have it. Hey, uh, the address that I have on file is the Columbus, Ohio address. It's just not the one you gave me. Hello? Hello? Hey. Um, she's, like, on her lunch break and she's just trying to opt out of the insurance. Um, what's, what's the only... Like, what's, what's the holdup? It's because she needs to verify her account, but the address isn't matching what she's saying. We're trying to- Okay. Um, give her full social and her date

of birth. We were getting to that. I, I was just trying to let her know that the address was different. That's the next step I was gonna ask her for. Um, send her an email right now. I already did that. It says here I have a fine of \$5. Can you provide me with your full social? That way we can verify your account. She's doing that right now. One second. She said she has money. Mm-hmm. It is? Let me check that. Um, her social is 36547- I, I need her to, to say it. She doesn't speak English. We have an interpreter on the line. Do you speak French? No, not at all. I speak Haïti Kreyol. Okay. Three sixty-five. Forty-seven. Twenty-six. Just to verify something with you. I'm saying it's 365-47-2066. Is that it? Yeah. Yeah. Okay. The full Social Security number would be 365-47-2066. All righty. Thank you so much for that information. And I have your phone number- We have the number. ... as 754-327-5883. Okay. And I have your phone number which is 754-327-5883. Is that correct? Yes. Yes. That is correct. Okay. And you want to opt out of benefits today, correct? So, uh, you want to... I asked you if you wanted to opt out of benefits today. You said you were going to cut them. Yeah. Yeah. Okay. I went ahead and got you opted out. Is there anything else I can help you with? Okay. So, I was just checking something with you. Is that... Is that okay? There isn't anything else I can help you with? No. Thank you very much. No. That's okay. All right. Well, thank you so much for calling. You have a great day. Thank you for your services. Okay. So, thank you because you helped me. Have a good day. Is there anything else you would like to reach today?

Conversation Format

Speaker speaker_0: ... monitored or recorded for quality assurance purposes. I'm sorry, I didn't get that. Please speak or enter your seven-digit client ID. 817-9425. Is that correct? Say yes or press 1, or say... Welcome, which language would you like interpreted? For Haitian, press or say 1. For Haitian Cre... You have selected Haitian. Did I get that correct?

Speaker speaker_1: No.

Speaker speaker_0: I'm sorry, I still didn't get that. Please hold for a customer service representative.

Speaker speaker_2: Thank you for calling Trans-Perfect customer service. What language do you need?

Speaker speaker_1: Haitian Creole, please.

Speaker speaker_2: All right, thank you. Please hold for an interpreter available.

Speaker speaker_1: Thank you.

Speaker speaker_2: You're welcome.

Speaker speaker_3: Hello, this is your Haitian Creole interpreter, number 403909. 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_1: Hi, my name is Pearl with Benefits in a Card, and I'm told that you want to opt out of benefits.

Speaker speaker_3: Uh, yes. Wait, what? Hello?

Speaker speaker_1: Yes, so the interpreter's on the line now, so if you can... if I could speak with her, um-

Speaker speaker_3: Okay.

Speaker speaker_1: ... so we can get that done.

Speaker speaker_3: I don't know.

Speaker speaker_4: Hello.

Speaker speaker_3: Hello. Okay. Um, may I introduce myself first to the customer provider?

Speaker speaker_1: Yes, sure.

Speaker speaker_3: Hello. Bonjour.

Speaker speaker_4: Um, .

Speaker speaker_3: Okay. My name is Ludmia. So what I want it is, uh... I just wanna cancel the insurance that I have.

Speaker speaker_1: Okay. And what are the last four digits of your Social?

Speaker speaker_3: Mm-hmm.

Speaker speaker_4: 2066. Oui. Social number?

Speaker speaker_3: Oui.

Speaker speaker_4: 47...

Speaker speaker_3: Mm-hmm.

Speaker speaker_4: 20...

Speaker speaker_5: Speaking Creole.

Speaker speaker_4: 76. Okay. Bien. 2066.

Speaker speaker_3: Okay. 20-

Speaker speaker_4: 76.

Speaker speaker_3: 76. Okay. The last four digits of my Social Security number would be 2066.

Speaker speaker_1: All righty. And... Repeat your name for me.

Speaker speaker_4: speaking Haitian Creole

Speaker speaker_3: speaking Haitian Creole

Speaker speaker_4: Mm-hmm.

Speaker speaker_1: And if you can confirm your address and date of birth.

Speaker speaker_4: Okay.

Speaker speaker_3: Marion.

Speaker speaker_6: Mm-hmm. P-L.

Speaker speaker_3: P-L.

Speaker speaker_6: Mm-hmm. Columbus.

Speaker speaker_3: Columbus.

Speaker speaker_6: Mm-hmm. Ohio.

Speaker speaker_3: Ohio.

Speaker speaker_6: 3237.

Speaker speaker_3: Okay, look. I'm just checking something with you. You told me it's 3223 Marion P-L-

Speaker speaker_6: Mm-hmm.

Speaker speaker_3: ... Columbus, Ohio.

Speaker speaker_6: Mm-hmm.

Speaker speaker_3: And then you told me the zip code is 43227.

Speaker speaker_6: Yeah. Mm-hmm.

Speaker speaker_3: Okay, so the address would be... The address would be 32... 23 Marion.

Speaker speaker_6: So-

Speaker speaker_3: P as in, uh, pike, L as in Larry.

Speaker speaker_6: Yeah.

Speaker speaker_3: Columbus, Ohio. And the zip code would be 43227.

Speaker speaker_1: I have a different address on file. Did she, did you recently move or provide a different one to the agency?

Speaker speaker_3: Okay. So, uh, I have another address. Uh, uh, I have a different address than the one you gave us. But is that-

Speaker speaker_6: Ah.

Speaker speaker_3: ... is that you changed your address to the other side, or is that another address that you gave to this agency?

Speaker speaker_6: Um, I gave another address because the address we had was no longer available. I was, I lived in Florida. Currently, I live in Ohio, and that's why there is a different address.

Speaker speaker_3: The reason why the address is different because of I, I, I was living in Florida actually-

Speaker speaker_6: Mm-hmm.

Speaker speaker_3: ... so this is the address that I provided and I moved to Ohio right now. So-

Speaker speaker_6: No.

Speaker speaker_3: Uh, that is my new address.

Speaker speaker_6: No, you don't have it.

Speaker speaker_1: Hey, uh, the address that I have on file is the Columbus, Ohio address. It's just not the one you gave me.

Speaker speaker_3: Hello? Hello?

Speaker speaker_7: Hey. Um, she's, like, on her lunch break and she's just trying to opt out of the insurance. Um, what's, what's the only... Like, what's, what's the holdup?

Speaker speaker_1: It's because she needs to verify her account, but the address isn't matching what she's saying. We're trying to-

Speaker speaker_7: Okay. Um, give her full social and her date of birth.

Speaker speaker_1: We were getting to that. I, I was just trying to let her know that the address was different. That's the next step I was gonna ask her for.

Speaker speaker_7: Um, send her an email right now.

Speaker speaker_6: I already did that. It says here I have a fine of \$5.

Speaker speaker_1: Can you provide me with your full social? That way we can verify your account.

Speaker speaker_7: She's doing that right now. One second.

Speaker speaker_8: She said she has money.

Speaker speaker_6: Mm-hmm. It is?

Speaker speaker_7: Let me check that. Um, her social is 36547-

Speaker speaker_1: I, I need her to, to say it.

Speaker speaker_3: She doesn't speak English.

Speaker speaker_1: We have an interpreter on the line.

Speaker speaker_3: Do you speak French?

Speaker speaker_6: No, not at all. I speak Haïti Kreyol.

Speaker speaker_3: Okay.

Speaker speaker_9: Three sixty-five. Forty-seven. Twenty-six.

Speaker speaker_3: Just to verify something with you. I'm saying it's 365-47-2066. Is that it?

Speaker speaker_6: Yeah. Yeah.

Speaker speaker_3: Okay. The full Social Security number would be 365-47-2066.

Speaker speaker_1: All righty. Thank you so much for that information. And I have your phone number-

Speaker speaker_3: We have the number.

Speaker speaker_1: ... as 754-327-5883.

Speaker speaker_3: Okay. And I have your phone number which is 754-327-5883. Is that correct?

Speaker speaker_6: Yes.

Speaker speaker_3: Yes. That is correct.

Speaker speaker_1: Okay. And you want to opt out of benefits today, correct?

Speaker speaker_3: So, uh, you want to... I asked you if you wanted to opt out of benefits today. You said you were going to cut them.

Speaker speaker_6: Yeah.

Speaker speaker_3: Yeah.

Speaker speaker_1: Okay. I went ahead and got you opted out. Is there anything else I can help you with?

Speaker speaker_3: Okay. So, I was just checking something with you. Is that... Is that okay? There isn't anything else I can help you with?

Speaker speaker_6: No. Thank you very much.

Speaker speaker_3: No. That's okay.

Speaker speaker_1: All right. Well, thank you so much for calling. You have a great day. Thank you for your services.

Speaker speaker_3: Okay. So, thank you because you helped me. Have a good day.

Speaker speaker_10: Is there anything else you would like to reach today?