

Transcript: Pearl

Rojas-5883569178853376-6653367072505856

Full Transcript

Good afternoon. Thank you for calling Benefit at Home. My name is Pearl. Who is this speaking with us? Yeah, my name is Ahmad Ubari. How can I assist you? Uh, I needed to stop my assurance. Okay, what is that we need to report? Yeah... I-I don't need, uh, have another assurance because I'm, I'm going to W-S-E-E office. He give me... Because I'm looking for the job, he give me the job, me bring the job yesterday. This my first time. Now, I need to change, uh, for assurance stop because I have another assurance. I can- Okay, what's the name, what's the name of the staffing agency? My name is- Sorry. Yeah. The name of the staffing agency. Huh? The name of the- My- ... staffing agency you work for. My, my speak is not... My, my English is not very well. Uh, uh, you have it, you have a translator, somebody? Yes, for what language? Uh, French. Okay, bear with me one moment. Appreciate. Yeah. For the hospital. There we are. . Yeah, yeah, yes, yes, yes. . Ready? Yes. I need the name of your staff emergency and the last four digits of your Social. . Huh? Mm, this, this is the interpreter. Could you please repeat that? The name of the staffing agency and the last four digits of your Social. Oh. . The, the, uh, the, uh, agency number is WSI. Okay. And is that Workforce Strategies or Work Smart? . This is the interpreter. Could you please repeat that? Okay. Is WSI for Workforce Strategies or for Work Smart? . They want... Je sais pas. Ils m'ont chercher du travail à, uh... Ils m'ont chercher du travail au, à l'endroit de... Wait, 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 parti à leur agence. C'est... Ils cherchent du travail pour les gens, au fait. I don't know. Um, they help me look for a, for a job. Um, I got a job at WDP. Uh, yesterday was my first day. Um, so um, yeah they help people, uh, get a job. Okay, I, the thing is I have looked up how to use WSI. So I need to confirm if it's Work Smart or Workforce Strategies. Okay, uh, ... Well, um, they gave me their number, uh, this Monday, um, 'cause I talked to them and I told them I had this insurance 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 gonna cut 15 dollars every month from my insurance and, uh, even though I had another insurance and so now I asked them to stop that. If you want my Social Security number, thank you for that. Unless you can verify. That would be easier for me. So unfortunately, I need the name of the staffing agency. I need you to confirm whether, which one it is. You can cl- give them a call and ask them what the name is, Work Smart or Workforce Strategies. But I won't be able to find an account unless I know which one it is. Okay, uh, uh, uh, I'm gonna call them or if it's possible, I'm gonna go to their office, uh, there and then they'll call you. Hello? Yeah, hello. Hello? All righty. Okay. Um, that's fine. You can give us a call- you can give us a call back Monday to Friday, 8 a.m. to 8 p.m. Eastern Standard Time. Okay. Merci. Bonjour. All right, have a good day. Yes, I'll take you through this please.

Conversation Format

Speaker speaker_0: Good afternoon. Thank you for calling Benefit at Home. My name is Pearl. Who is this speaking with us?

Speaker speaker_1: Yeah, my name is Ahmad Ubari.

Speaker speaker_0: How can I assist you?

Speaker speaker_1: Uh, I needed to stop my assurance.

Speaker speaker_0: Okay, what is that we need to report?

Speaker speaker_1: Yeah... I-I don't need, uh, have another assurance because I'm, I'm going to W-S-E-E office. He give me... Because I'm looking for the job, he give me the job, me bring the job yesterday. This my first time. Now, I need to change, uh, for assurance stop because I have another assurance. I can-

Speaker speaker_0: Okay, what's the name, what's the name of the staffing agency?

Speaker speaker_1: My name is-

Speaker speaker_0: Sorry.

Speaker speaker_1: Yeah.

Speaker speaker_0: The name of the staffing agency.

Speaker speaker_1: Huh?

Speaker speaker_0: The name of the-

Speaker speaker_1: My-

Speaker speaker_0: ... staffing agency you work for.

Speaker speaker_1: My, my speak is not... My, my English is not very well. Uh, uh, you have it, you have a translator, somebody?

Speaker speaker_0: Yes, for what language?

Speaker speaker_1: Uh, French.

Speaker speaker_0: Okay, bear with me one moment.

Speaker speaker_1: Appreciate. Yeah. For the hospital.

Speaker speaker_2: There we are.

Speaker speaker_3: .

Speaker speaker_4: Yeah, yeah, yes, yes, yes.

Speaker speaker_3: .

Speaker speaker_4: Ready?

Speaker speaker_1: Yes.

Speaker speaker_0: I need the name of your staff emergency and the last four digits of your Social.

Speaker speaker_3: .

Speaker speaker_1: Huh?

Speaker speaker_4: Mm, this, this is the interpreter. Could you please repeat that?

Speaker speaker_0: The name of the staffing agency and the last four digits of your Social.

Speaker speaker_1: Oh.

Speaker speaker_4: .

Speaker speaker_1: The, the, uh, the, uh, agency number is WSI.

Speaker speaker_0: Okay. And is that Workforce Strategies or Work Smart?

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

Speaker speaker_0: Okay. Is WSI for Workforce Strategies or for Work Smart?

Speaker speaker_3: .

Speaker speaker_1: They want... Je sais pas. Ils m'ont chercher du travail à, uh... Ils m'ont chercher du travail au, à l'endroit de... Wait, 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 parti à leur agence. C'est... Ils cherchent du travail pour les gens, au fait.

Speaker speaker_5: I don't know. Um, they help me look for a, for a job. Um, I got a job at WDP. Uh, yesterday was my first day. Um, so um, yeah they help people, uh, get a job.

Speaker speaker_6: Okay, I, the thing is I have looked up how to use WSI. So I need to confirm if it's Work Smart or Workforce Strategies.

Speaker speaker_5: Okay, uh, ... Well, um, they gave me their number, uh, this Monday, um, 'cause I talked to them and I told them I had this insurance 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 gonna cut 15 dollars every month from my insurance and, uh, even though I had another insurance and so now I asked them to stop that. If you want my Social Security number, thank you for that. Unless you can verify. That would be easier for me.

Speaker speaker_6: So unfortunately, I need the name of the staffing agency. I need you to confirm whether, which one it is. You can call give them a call and ask them what the name is, Work Smart or Workforce Strategies. But I won't be able to find an account unless I know which one it is. Okay, uh, uh, uh, I'm gonna call them or if it's possible, I'm gonna go to their office, uh, there and then they'll call you.

Speaker speaker_5: Hello?

Speaker speaker_7: Yeah, hello.

Speaker speaker_6: Hello? All righty.

Speaker speaker_5: Okay.

Speaker speaker_6: Um, that's fine. You can give us a call- you can give us a call back Monday to Friday, 8 a.m. to 8 p.m. Eastern Standard Time.

Speaker speaker_7: Okay. Merci. Bonjour.

Speaker speaker_5: All right, have a good day.

Speaker speaker_6: Yes, I'll take you through this please.