

Transcript: Pearl

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Full Transcript

Hi, good afternoon. Benefits and a card. My name is Pearl. Who are those others you're speaking with? Uh, hello? And how can I assist you? I am Dominic Walter. I have the information, but I'm not speak English. You can help me and tradition, please. What language do you speak? Creole. Okay, there's two ones. Yeah, Creole or Francoise. Which one s- which one do you prefer? Hello? Which one is better? Dominic Walter. No, which one do you prefer? Which one do you speak better, French or Creole? Yes. Which one? Okay. Which one do you like better? Creole. Creole? Creole. Creole. Give me one moment, okay? Okay. 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 press 1, or say no- Welcome. Which language would you like interpreted? For French, press or say 1. For French Canadian, press or say 2. For French Creole, press or say 3. You have selected French Creole. Did I get that correct? Yes. Please hold while I locate your interpreter. Hello. This is your Haitian Creole interpreter, number 400263. Please speak clearly and use short phrases. And to ensure accuracy, I will verify all numbers. I have the... How may I help you today? My name is Pearl with Benefits and a Card, and I just need assistance with my member on the line as far as dental coverage. His name is Dominique. I'd be happy to help you. Let me know when I can introduce myself. You can go ahead. . Okay. . Okay. . Okay. . Okay. . We may now begin? Uh, how can I assist you today? . Okay. . We got something else? Hello? So, I'm calling regarding a service. Mm-hmm. What's the name of the staffing agency you work for? . Staffing agency is Serge. Serge? And the last four digits of your social? . Okay. 5149. 5149. And if you can confirm your address and date of birth. . Okay. . . How do you spell that? 1918 Runaway Bay Drive. It's 1918 Runaway Bay Drive? Yes. And the city and state? . Indiana Police in Indiana. And your date of birth? And the date of birth. Okay. July 7, 1989. June 7th, 1989. Okay and I have your phone number as 321-429-5257. Yes and can I update it? Of course, what is that new number? Okay, 689... Hello? Okay, 689 251 3582. It's 689 251 3582. Mm-hmm, and I have your email address as your last name, your first name, 89@gmail.com. Yes. Okay and I have you enrolled in the Preventative Health Plan. Well, I don't have, uh, all this information. I... The, the email you provided is there and the phone number is, is okay. Okay, so what do you want to do today? You called for assistance with what? So I'm calling to terminate the, the insurance that I have because I already have an insurance so I don't need another one. Okay, I can definitely do that. Cancellations take one to two weeks to process so you may see one or two deductions, but at most it'd be two. And how will I know if it's, uh, terminated? Will you send me a message to the phone number and provided you? Um, no, we don't send out text messages. You can either check your check stub to see if the deduction stopped after two weeks or give us a call and check. All right. Do you have any other questions? No, thanks a lot. All right, thank you so

much for calling. You have a great day. Anything else that the interpreter can help you with? Nope, that's it. Thank you so much for assisting. For using our services. Have a good one. You as well. Bye-bye.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Benefits and a card. My name is Pearl. Who are those others you're speaking with?

Speaker speaker_1: Uh, hello?

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: I am Dominic Walter. I have the information, but I'm not speak English. You can help me and tradition, please.

Speaker speaker_0: What language do you speak?

Speaker speaker_1: Creole.

Speaker speaker_0: Okay, there's two ones.

Speaker speaker_1: Yeah, Creole or Francoise.

Speaker speaker_0: Which one s- which one do you prefer?

Speaker speaker_1: Hello?

Speaker speaker_0: Which one is better?

Speaker speaker_1: Dominic Walter.

Speaker speaker_0: No, which one do you prefer? Which one do you speak better, French or Creole?

Speaker speaker_1: Yes.

Speaker speaker_0: Which one?

Speaker speaker_1: Okay.

Speaker speaker_0: Which one do you like better?

Speaker speaker_1: Creole.

Speaker speaker_0: Creole?

Speaker speaker_1: Creole. Creole.

Speaker speaker_0: Give me one moment, okay?

Speaker speaker_1: Okay.

Speaker speaker_2: 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 press 1, or say no- Welcome. Which language would you like interpreted? For French, press or say 1. For French Canadian, press or say 2. For French Creole, press or say 3. You have selected French Creole. Did I get that correct?

Speaker speaker_0: Yes.

Speaker speaker_2: Please hold while I locate your interpreter.

Speaker speaker_3: Hello. This is your Haitian Creole interpreter, number 400263. Please speak clearly and use short phrases. And to ensure accuracy, I will verify all numbers. I have the... How may I help you today?

Speaker speaker_0: My name is Pearl with Benefits and a Card, and I just need assistance with my member on the line as far as dental coverage. His name is Dominique.

Speaker speaker_3: I'd be happy to help you. Let me know when I can introduce myself.

Speaker speaker_0: You can go ahead.

Speaker speaker_3: .

Speaker speaker_1: Okay.

Speaker speaker_3: .

Speaker speaker_1: Okay.

Speaker speaker_3: .

Speaker speaker_1: Okay. . Okay. . We may now begin?

Speaker speaker_0: Uh, how can I assist you today?

Speaker speaker_3: .

Speaker speaker_1: Okay. . We got something else? Hello? So, I'm calling regarding a service.

Speaker speaker_0: Mm-hmm. What's the name of the staffing agency you work for?

Speaker speaker_3: .

Speaker speaker_1: Staffing agency is Serge.

Speaker speaker_3: Serge?

Speaker speaker_0: And the last four digits of your social?

Speaker speaker_3: .

Speaker speaker_1: Okay. 5149.

Speaker speaker_3: 5149.

Speaker speaker_0: And if you can confirm your address and date of birth.

Speaker speaker_3: .

Speaker speaker_1: Okay. .

Speaker speaker_3: .

Speaker speaker_0: How do you spell that?

Speaker speaker_1: 1918 Runaway Bay Drive.

Speaker speaker_3: It's 1918 Runaway Bay Drive?

Speaker speaker_1: Yes.

Speaker speaker_0: And the city and state?

Speaker speaker_3: .

Speaker speaker_1: Indiana Police in Indiana.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: And the date of birth. Okay. July 7, 1989.

Speaker speaker_3: June 7th, 1989.

Speaker speaker_0: Okay and I have your phone number as 321-429-5257.

Speaker speaker_3: Yes and can I update it?

Speaker speaker_0: Of course, what is that new number?

Speaker speaker_4: Okay, 689... Hello? Okay, 689 251 3582.

Speaker speaker_3: It's 689 251 3582.

Speaker speaker_0: Mm-hmm, and I have your email address as your last name, your first name, 89@gmail.com.

Speaker speaker_3: Yes.

Speaker speaker_0: Okay and I have you enrolled in the Preventative Health Plan.

Speaker speaker_4: Well, I don't have, uh, all this information. I... The, the email you provided is there and the phone number is, is okay.

Speaker speaker_0: Okay, so what do you want to do today? You called for assistance with what?

Speaker speaker_3: So I'm calling to terminate the, the insurance that I have because I already have an insurance so I don't need another one.

Speaker speaker_0: Okay, I can definitely do that. Cancellations take one to two weeks to process so you may see one or two deductions, but at most it'd be two.

Speaker speaker_3: And how will I know if it's, uh, terminated? Will you send me a message to the phone number and provided you?

Speaker speaker_0: Um, no, we don't send out text messages. You can either check your check stub to see if the deduction stopped after two weeks or give us a call and check.

Speaker speaker_4: All right.

Speaker speaker_0: Do you have any other questions?

Speaker speaker_4: No, thanks a lot.

Speaker speaker_0: All right, thank you so much for calling. You have a great day.

Speaker speaker_4: Anything else that the interpreter can help you with?

Speaker speaker_0: Nope, that's it. Thank you so much for assisting.

Speaker speaker_4: For using our services. Have a good one.

Speaker speaker_0: You as well. Bye-bye.