

Transcript: Pearl

Rojas-6133207210442752-5006785196638208

Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who the hell was I speaking with? Hello. My name is Linda Clark. I called for Islande Dieudonne. I, I'm sorry. What was that? I call for Islande Dieudonne. You're calling- Um- ... for someone else? Yeah. Okay. Um, are they with you? Yeah, she's right here. Okay. Um, and what is she needing to do today? Um, first, uh, th- the thing is like we changed our addresses, so we are called to let them know, because I never received the card. And the person that I was talking to told me that they put the... like, they put that in the system. We're supposed to receive the card one month ago, I mean, after one month. But now, it's about, like, two or three months. I still didn't receive no card. Okay. Um, what language does this- And yeah, I think- ... person speak? ... Creole. Creole? Okay. Um, I'm going to get a translator on the line because I do need to talk to the member specifically. Okay. Okay? Bear with me one moment. Um, and is... Do you know if it's Haitian Creole or if it's French Creole? Um, it doesn't matter. She speak both of them. Okay. Bear with me one moment. I'm going to get a translator on the line, 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... 8179425. 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 Transit Customer Service. You're requesting for a Haitian Creole interpreter? Yes. We'll connect right now. Thank you. Well, this is your Haitian Interpreter, number 403923. I look forward to helping you today. Please speak clearly and use short phrases to ensure accuracy of verified numbers. How may I help you? Hi. My name is Pearl. I'm with Benefits in a Card, and I have a brother speaks Haitian Creole that needs assistance. All right. Let me conference you. Um, she should be on the line. Okay. Hello. Bonjour. Hello. Hello. Bonjour. Okay. Mm-hmm. Um, you may begin. Yeah. Uh, what is the name of the staffing agency you work for? Serge Staff. What staff like we say? Serge Staff. What staff name you say? Serge. Um, the staff name is Serge. Serge. Okay. And the last four digits of your Social? And the National Social? Presidential backup. 9650. And your name? I'm Islande. Dieudonne Islande. My name is Dieudonne Islande. Okay. One moment. One more moment. Okay. Hm. How long have you been working with Serge? Pearl, . Um, since October, so I would say, uh, um, six months. Okay. What is your date of birth? Um, May 8th, 1975. Okay. And your address? Address, sir? 3005- Yeah, 6000 3006- ... 305 Board 12. 0306- 05. 05? Wait. Board. Board. 20-What's it gonna do a shake? It's like 1305 Bar Drive. 1305 Bar Drive. 1305, I'm sorry, what drive? Bar Drive, she said. Okay, I have a different address on file. What is your old address? I thought you guys updated it. I don't have it updated in our system. If you spoke with the staff agency, their system is separate. Early

Drive. Early Drive, was it this, that's got to be ten, early drive? Yes, this not gotta be set early drive. Um, 10987, Early Drive. And the city and state? Did not say that. Shippensburg, Pennsylvania. All right, and you said the new address is 1305 Bird Drive, correct? Yes. And it's the same city and state? 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. Yes. 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? We actually, we have active 000s. 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... Yes. Uh, 'cause that's, that's a different person. It's not the... Is that the late, the member answering? Um, she said Fleury May. No. Oh, okay she's going to double-check. Okay. You slow down. All right, I'm on this. So yes, the first name Fleury May 44@gmail, yes. Okay, so looking at your account, you don't have active coverage since Decem- since the beginning of January. So they stopped because I wasn't working, and now I'm calling so I can remove it. I can 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... But every time I call search, they told me that 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 that coverage canceled itself out, so you no longer have coverage. So, um, that means you guys don't have... Y- you guys 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. 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 hu- my husband's ones 'cause we, we do take one for, uh, um, en- uh, 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? 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 is the last four digits of your Social? 63-40. And your name? No. Jules Levi Gidonis. Jules L- Leva Gidonis. Okay. I'll let you get the name Jules Leva Gidonis. Okay. And, uh, the address and your date of birth. Address line and 3500. Address line, 600... 512. Uh-huh. Ah. Address line's here. 1305- 1305 Bird Drive. Bird Drive? Um, 1305 Bird Drive. Okay. The city, state and your date of birth. And the address and your date of birth. I get a statement say, 11th August, 1957. Okay. 11th August, 1957. Shepenbec. Shepenbec. Shebeneg? Shepenbec. Shebenbec. Shebenec, Pennsylvania. Pennsylvania. Okay. Shippeneg, Pennsylvania. Um, date of birth, August 11, 1957. Okay. And I have your phone number as 786-257-6075. Um, 786-257-6075. Oui. C'est ca. Yes. Okay. Can I have your email address as juleslevi@gmail.com? And again, email you... Okay. He said yes. Okay. So your coverage has been canceled out as well for missed payments. Okay. Okay. Do you have any questions? No question. All righty. Thank you so much for calling. You have a great day. Merci. Be well. Be well. Bye, thank you. Thank you. Merci, have a good day. Thank you, you have a great day. You as well. Bye-bye.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who the hell was I speaking with?

Speaker speaker_1: Hello. My name is Linda Clark. I called for Islande Dieudonne.

Speaker speaker_0: I, I'm sorry. What was that?

Speaker speaker_1: I call for Islande Dieudonne.

Speaker speaker_0: You're calling-

Speaker speaker_1: Um-

Speaker speaker_0: ... for someone else?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Um, are they with you?

Speaker speaker_1: Yeah, she's right here.

Speaker speaker_0: Okay. Um, and what is she needing to do today?

Speaker speaker_1: Um, first, uh, th- the thing is like we changed our addresses, so we are called to let them know, because I never received the card. And the person that I was talking to told me that they put the... like, they put that in the system. We're supposed to receive the card one month ago, I mean, after one month. But now, it's about, like, two or three months. I still didn't receive no card.

Speaker speaker_0: Okay. Um, what language does this-

Speaker speaker_1: And yeah, I think-

Speaker speaker_0: ... person speak?

Speaker speaker_1: ... Creole.

Speaker speaker_0: Creole? Okay. Um, I'm going to get a translator on the line because I do need to talk to the member specifically.

Speaker speaker_2: Okay.

Speaker speaker_0: Okay? Bear with me one moment. Um, and is... Do you know if it's Haitian Creole or if it's French Creole?

Speaker speaker_1: Um, it doesn't matter. She speak both of them.

Speaker speaker_0: Okay. Bear with me one moment. I'm going to get a translator on the line, okay?

Speaker speaker_1: Okay.

Speaker speaker_3: 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... 8179425. 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_0: No.

Speaker speaker_3: I'm sorry. I still didn't get that. Please hold for a customer service representative.

Speaker speaker_4: Thank you very much for calling Transit Customer Service. You're requesting for a Haitian Creole interpreter?

Speaker speaker_0: Yes.

Speaker speaker_4: We'll connect right now.

Speaker speaker_0: Thank you.

Speaker speaker_1: Well, this is your Haitian Interpreter, number 403923. I look forward to helping you today. Please speak clearly and use short phrases to ensure accuracy of verified numbers. How may I help you?

Speaker speaker_0: Hi. My name is Pearl. I'm with Benefits in a Card, and I have a brother speaks Haitian Creole that needs assistance.

Speaker speaker_1: All right. Let me conference you.

Speaker speaker_0: Um, she should be on the line.

Speaker speaker_1: Okay. Hello. Bonjour.

Speaker speaker_2: Hello.

Speaker speaker_1: Hello. Bonjour.

Speaker speaker_2: Okay. Mm-hmm.

Speaker speaker_1: Um, you may begin.

Speaker speaker_0: Yeah. Uh, what is the name of the staffing agency you work for?

Speaker speaker_2: Serge Staff.

Speaker speaker_1: What staff like we say?

Speaker speaker_2: Serge Staff.

Speaker speaker_1: What staff name you say?

Speaker speaker_2: Serge.

Speaker speaker_1: Um, the staff name is Serge.

Speaker speaker_0: Serge. Okay. And the last four digits of your Social?

Speaker speaker_1: And the National Social?

Speaker speaker_2: Presidential backup.

Speaker speaker_1: 9650.

Speaker speaker_0: And your name?

Speaker speaker_1: I'm Islande.

Speaker speaker_2: Dieudonne Islande.

Speaker speaker_1: My name is Dieudonne Islande.

Speaker speaker_0: Okay. One moment.

Speaker speaker_1: One more moment.

Speaker speaker_2: Okay.

Speaker speaker_0: Hm. How long have you been working with Serge?

Speaker speaker_1: Pearl, . Um, since October, so I would say, uh, um, six months.

Speaker speaker_0: Okay. What is your date of birth?

Speaker speaker_1: Um, May 8th, 1975.

Speaker speaker_0: Okay. And your address?

Speaker speaker_1: Address, sir?

Speaker speaker_2: 3005-

Speaker speaker_3: Yeah, 6000 3006-

Speaker speaker_2: ... 305 Board 12.

Speaker speaker_1: 0306-

Speaker speaker_2: 05.

Speaker speaker_1: 05? Wait.

Speaker speaker_2: Board.

Speaker speaker_1: Board. 20-

Speaker speaker_5: What's it gonna do a shake?

Speaker speaker_6: It's like 1305 Bar Drive.

Speaker speaker_7: 1305 Bar Drive.

Speaker speaker_0: 1305, I'm sorry, what drive?

Speaker speaker_7: Bar Drive, she said.

Speaker speaker_0: Okay, I have a different address on file. What is your old address?

Speaker speaker_5: I thought you guys updated it.

Speaker speaker_0: I don't have it updated in our system. If you spoke with the staff agency, their system is separate.

Speaker speaker_5: Early Drive. Early Drive, was it this, that's got to be ten, early drive?

Speaker speaker_6: Yes, this not gotta be set early drive.

Speaker speaker_5: Um, 10987, Early Drive.

Speaker speaker_0: And the city and state?

Speaker speaker_5: Did not say that.

Speaker speaker_6: Shippensburg, Pennsylvania.

Speaker speaker_0: All right, and you said the new address is 1305 Bird Drive, correct?

Speaker speaker_6: Yes.

Speaker speaker_0: And it's the same city and state?

Speaker speaker_5: Ask her the... Oh, okay yes.

Speaker speaker_0: I have your phone number as 786-413-6296?

Speaker speaker_5: Yes.

Speaker speaker_0: I do need her to confirm.

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

Speaker speaker_0: Yes.

Speaker speaker_5: Yes. Yes, it is.

Speaker speaker_0: 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? We actually, we have active 000s. Yes.

Speaker speaker_0: 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_5: Yes... Yes.

Speaker speaker_0: 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 Fleury May.

Speaker speaker_6: No.

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

Speaker speaker_6: You slow down.

Speaker speaker_5: All right, I'm on this. So yes, the first name Fleury May 44@gmail, yes.

Speaker speaker_0: Okay, so looking at your account, you don't have active coverage since Decem- since the beginning of January.

Speaker speaker_5: So they stopped because I wasn't working, and now I'm calling so I can remove it. I can remove the insurance.

Speaker speaker_0: 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... But every time I call search, they told me that 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_0: Okay, um, that's completely fine, because there was more than four missed deductions that 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 won't, won't charge me anymore, right? You guys won't be charging me?

Speaker speaker_0: 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_0: 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: I don't want to re-enroll, I just want to stop it. I don't want to...

Speaker speaker_0: 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 hu- my husband's ones 'cause we, we do take one for, uh, um, en- uh, family insurance. So he, he no longer wants to use it, so you can also, um, stop his.

Speaker speaker_0: Okay, so he does have... He, he does work with Surge and has coverage that he wants to cancel?

Speaker speaker_5: Yes.

Speaker speaker_0: Okay. Is he there with you?

Speaker speaker_5: Yes, he is.

Speaker speaker_0: Okay. I will need to speak with him to make changes to his account.

Speaker speaker_8: Okay.

Speaker speaker_9: Okay.

Speaker speaker_0: Hi. Good afternoon, sir. What is the last four digits of your Social?

Speaker speaker_5: 63-40.

Speaker speaker_0: And your name?

Speaker speaker_5: No.

Speaker speaker_10: Jules Levi Gidonis.

Speaker speaker_5: Jules L- Leva Gidonis. Okay. I'll let you get the name Jules Leva Gidonis. Okay.

Speaker speaker_0: And, uh, the address and your date of birth.

Speaker speaker_5: Address line and 3500.

Speaker speaker_9: Address line, 600... 512.

Speaker speaker_5: Uh-huh. Ah.

Speaker speaker_9: Address line's here. 1305-

Speaker speaker_5: 1305 Bird Drive.

Speaker speaker_9: Bird Drive?

Speaker speaker_5: Um, 1305 Bird Drive.

Speaker speaker_0: Okay. The city, state and your date of birth.

Speaker speaker_5: And the address and your date of birth.

Speaker speaker_9: I get a statement say, 11th August, 1957.

Speaker speaker_5: Okay. 11th August, 1957.

Speaker speaker_9: Shepenbec. Shepenbec.

Speaker speaker_5: Shebeneg?

Speaker speaker_9: Shepenbec. Shebenbec.

Speaker speaker_5: Shebenec, Pennsylvania.

Speaker speaker_9: Pennsylvania.

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

Speaker speaker_0: Okay. And I have your phone number as 786-257-6075.

Speaker speaker_5: Um, 786-257-6075.

Speaker speaker_9: Oui. C'est ca.

Speaker speaker_5: Yes.

Speaker speaker_0: Okay. Can I have your email address as juleslevi@gmail.com?

Speaker speaker_5: And again, email you... Okay. He said yes.

Speaker speaker_0: Okay. So your coverage has been canceled out as well for missed payments.

Speaker speaker_5: Okay. Okay.

Speaker speaker_0: Do you have any questions?

Speaker speaker_5: No question.

Speaker speaker_0: All righty. Thank you so much for calling. You have a great day.

Speaker speaker_9: Merci. Be well.

Speaker speaker_5: Be well.

Speaker speaker_9: Bye, thank you.

Speaker speaker_5: Thank you. Merci, have a good day.

Speaker speaker_0: Thank you, you have a great day.

Speaker speaker_5: You as well.

Speaker speaker_9: Bye-bye.