Transcript: Pearl Rojas-6212703207211008-6049896566276096

Full Transcript

Good morning. Thank you for calling Benefits in a Card. My name is Pearl. I don't know what you're speaking with. Uh, yes, my name is Daniel. I'm calling from Surge Staffing. I have one of our EEs right here who would like to opt out of the benefits, but she doesn't speak English, so- Excuse me. ... I would like to- What, what language does she speak? Um, Haitian Creole. Yeah, I actually do have a translator, and so I will be able to get the translator on the line to speak with her. All right, that sounds good. Thank you. No problem. Just bear with me one moment while I get a translator on the line. If you could, um, if you can just give her the phone and tell her to give me a minute and the, we'll both be back with her in just a moment. She's right here, so, um, she heard. Okay, great. Give me one moment. What is the meeting about? On site? Yeah. Yep, never mind. All right. Um. Hello? Hi. She has verified 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. 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. Hello. Okay, uh, may I introduce myself first to the customer provider? Yes, sir. Hello. Bonjour. Um, . Okay, my name is Ludmia. So what I wanted is, uh, I just want to cancel the insurance that I have. Okay, and what are the last four digits of your social? Say again? Your social number. Oh, um, 47- Mm-hmm. 2066. . Okay, 2066. Okay, 20- 66. 66. Okay, the last four digit of my social security number would be 2066. All righty. And repeat your name for me. . Ludmia Exanor. Ludmia Exanor. Mm-hmm. And if you can confirm your address and date of birth. .I was calling to see if I can, um, opt out of the insurance. Could I have the address? Okay, while she's searching for the, the address provider, I will give you the date of birth, which is uh, July 31st, 200... I'm in 2000. Um, 2000. Sorry. Okay, you're fine. Um, all right and then if you could just provide that address whenever you're ready. Okay. Yeah, I'm a friendly. Mm-hmm. Mm-hmm. Mm-hmm. Mm-hmm. Okay, while she's searching for the, the address provider, I will give you the date of birth, which is uh, July 31st, 200... I mean 2000. Um, 2000, sorry. Okay, you're fine. Um, all right and then if you can just provide that address whenever you're ready. Okay. Yeah, I'm a friendly. 32 23- 32 23- Mm-hmm. Marion- Marion- P-L- P-L- Columbus- Columbus- Ohio. Ohio. 33227. Okay, 32 23 Marion P as in uh, Pike L as in Larry, 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? The reason why the address is different because of I, I was living in Florida actually. So, this is the address that I provided and I moved to Ohio right now. So- No. ... uh, that is my new address. Hey, uh, my name is Kyle. It's the Columbus, Ohio address. It's just not the one you gave me. Hello? Come on. 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 hold up? Because she needs to verify her account but the address isn't matching what she's saying. We're trying to- Okay. Just give her

full social and her date of birth. We were getting to that. 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, by, by email. Can you provide me with your full social? That way we can verify your account. She's doing that right now. One second. Um, her social is 365- I, I need her to, to say it. She doesn't speak English. We have an interpreter on the line. Okay, the full Social Security number would be 365- Okay. ... 472066. All righty, thank you so much for that information. And I have your phone number as 754- No. ... 327-5883. Okay, . Yes, that is correct. Okay. And you want to opt out of benefits today, correct? Yeah. Okay. I went ahead and got you opted out. Is there anything else I can help you with? No, that'll be all. All righty. Thank you so much for calling. You have a great day. Thank you for your services.

Conversation Format

Speaker speaker_0: Good morning. Thank you for calling Benefits in a Card. My name is Pearl. I don't know what you're speaking with.

Speaker speaker_1: Uh, yes, my name is Daniel. I'm calling from Surge Staffing. I have one of our EEs right here who would like to opt out of the benefits, but she doesn't speak English, so-

Speaker speaker_0: Excuse me.

Speaker speaker_1: ... I would like to-

Speaker speaker_0: What, what language does she speak?

Speaker speaker_1: Um, Haitian Creole.

Speaker speaker_0: Yeah, I actually do have a translator, and so I will be able to get the translator on the line to speak with her.

Speaker speaker_1: All right, that sounds good. Thank you.

Speaker speaker_0: No problem. Just bear with me one moment while I get a translator on the line. If you could, um, if you can just give her the phone and tell her to give me a minute and the, we'll both be back with her in just a moment.

Speaker speaker_1: She's right here, so, um, she heard.

Speaker speaker_0: Okay, great. Give me one moment.

Speaker speaker_1: What is the meeting about? On site?

Speaker speaker_2: Yeah.

Speaker speaker_1: Yep, never mind. All right. Um. Hello? Hi. She has verified all numbers. How may I help you?

Speaker speaker_0: Hi, my name is Pearl with Benefits in a Card, and I'm told that you want to opt out of benefits.

Speaker speaker_1: Uh, yes. Hello?

Speaker speaker_0: Yes, so the interpreter's on the line now, so if you can, if I could speak with her, um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... so we can get that done.

Speaker speaker_3: Hello.

Speaker speaker_4: Okay, uh, may I introduce myself first to the customer provider?

Speaker speaker_0: Yes, sir.

Speaker speaker_4: Hello. Bonjour.

Speaker speaker_3: Um, .

Speaker speaker_4: Okay, my name is Ludmia. So what I wanted is, uh, I just want to cancel the insurance that I have.

Speaker speaker_0: Okay, and what are the last four digits of your social?

Speaker speaker_3: Say again?

Speaker speaker_4: Your social number.

Speaker speaker_3: Oh, um, 47-

Speaker speaker_4: Mm-hmm.

Speaker speaker_3: 2066.

Speaker speaker_4: .

Speaker speaker_3: Okay, 2066.

Speaker speaker_4: Okay, 20-

Speaker speaker_3: 66.

Speaker speaker_4: 66. Okay, the last four digit of my social security number would be 2066.

Speaker speaker_0: All righty. And repeat your name for me.

Speaker speaker_4: .

Speaker speaker_3: Ludmia Exanor.

Speaker speaker_4: Ludmia Exanor.

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

Speaker speaker_4: .

Speaker speaker_5: I was calling to see if I can, um, opt out of the insurance.

Speaker speaker_0: Could I have the address?

Speaker speaker_6: Okay, while she's searching for the, the address provider, I will give you the date of birth, which is uh, July 31st, 200... I'm in 2000. Um, 2000. Sorry.

Speaker speaker_0: Okay, you're fine. Um, all right and then if you could just provide that address whenever you're ready.

Speaker speaker_6: Okay.

Speaker speaker_0: Yeah, I'm a friendly. Mm-hmm. Mm-hmm. Mm-hmm. Mm-hmm. Okay, while she's searching for the, the address provider, I will give you the date of birth, which is uh, July 31st, 200...

Speaker speaker_6: I mean 2000. Um, 2000, sorry.

Speaker speaker_0: Okay, you're fine. Um, all right and then if you can just provide that address whenever you're ready.

Speaker speaker_6: Okay.

Speaker speaker_0: Yeah, I'm a friendly. 32 23-

Speaker speaker_6: 32 23-

Speaker speaker_0: Mm-hmm. Marion-

Speaker speaker_6: Marion-

Speaker speaker_0: P-L-

Speaker speaker_6: P-L-

Speaker speaker_0: Columbus-

Speaker speaker_6: Columbus-

Speaker speaker_0: Ohio.

Speaker speaker_6: Ohio.

Speaker speaker_0: 33227.

Speaker speaker_6: Okay, 32 23 Marion P as in uh, Pike L as in Larry, Columbus, Ohio and the zip code would be 43227.

Speaker speaker_0: I have a different address on file. Did she, did you recently move or provide a different one to the agency?

Speaker speaker_6: The reason why the address is different because of I, I was living in Florida actually. So, this is the address that I provided and I moved to Ohio right now. So-

Speaker speaker_0: No.

Speaker speaker_6: ... uh, that is my new address.

Speaker speaker_0: Hey, uh, my name is Kyle. It's the Columbus, Ohio address. It's just not the one you gave me.

Speaker speaker_5: Hello?

Speaker speaker_6: Come on. Hello?

Speaker speaker_5: 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 hold up?

Speaker speaker_0: Because she needs to verify her account but the address isn't matching what she's saying. We're trying to-

Speaker speaker_5: Okay. Just give her full social and her date of birth.

Speaker speaker_0: We were getting to that. 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_5: Um, by, by email.

Speaker speaker_0: Can you provide me with your full social? That way we can verify your account.

Speaker speaker_5: She's doing that right now. One second. Um, her social is 365-

Speaker speaker_0: I, I need her to, to say it.

Speaker speaker_6: She doesn't speak English.

Speaker speaker_0: We have an interpreter on the line.

Speaker speaker_6: Okay, the full Social Security number would be 365-

Speaker speaker_0: Okay.

Speaker speaker_6: ... 472066.

Speaker speaker_0: All righty, thank you so much for that information. And I have your phone number as 754-

Speaker speaker_7: No.

Speaker speaker_0: ... 327-5883.

Speaker speaker_6: Okay, . Yes, that is correct.

Speaker speaker_0: Okay. And you want to opt out of benefits today, correct?

Speaker speaker_6: Yeah.

Speaker speaker_0: Okay. I went ahead and got you opted out. Is there anything else I can help you with?

Speaker speaker_6: No, that'll be all.

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