

Transcript: Pearl

Rojas-6363597214793728-6419678616043520

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello, good morning. Can I speak with Mrs. Los Santos, please? Yes. Hello, my name is Perla. I called from Benefits in a Card on behalf of your employment agency, TRC Staffing. Yeah. We are processing the enrollment form, and in your form you put that you want coverage for you and your family, but we did not receive this information, we did not receive the insurance or the birth certificates of your spouse or your child. So we want to know if the coverage is for the three of them or only for you. It's for all three, but who... I don't speak Spanish, do you understand me in Portuguese? No, only in English. Ah, ok. Can I cancel that? Because I'm not sure if I want to do it. Yes, of course. Okay, no worries. I'll go ahead and get that canceled and we'll take your account. Thank you so much. Thank you so much for taking my call. You have a great day. Thank you, you too. Bye bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hello, good morning. Can I speak with Mrs. Los Santos, please?

Speaker speaker_2: Yes.

Speaker speaker_1: Hello, my name is Perla. I called from Benefits in a Card on behalf of your employment agency, TRC Staffing.

Speaker speaker_2: Yeah.

Speaker speaker_1: We are processing the enrollment form, and in your form you put that you want coverage for you and your family, but we did not receive this information, we did not receive the insurance or the birth certificates of your spouse or your child. So we want to know if the coverage is for the three of them or only for you.

Speaker speaker_2: It's for all three, but who... I don't speak Spanish, do you understand me in Portuguese?

Speaker speaker_1: No, only in English.

Speaker speaker_2: Ah, ok. Can I cancel that? Because I'm not sure if I want to do it.

Speaker speaker_1: Yes, of course. Okay, no worries. I'll go ahead and get that canceled and we'll take your account. Thank you so much. Thank you so much for taking my call. You have

a great day.

Speaker speaker_2: Thank you, you too. Bye bye.