

Transcript: VICTORIA

Taylor-4999787120345088-5512873602367488

Full Transcript

Your call- Thank you for- ... 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 n- 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? Please hold while I locate your interpreter. Hello, this is your French Creole interpreter, with the ID number 4019666. I look forward to helping you today. Please speak clearly and use short phrases. To ensure accuracy, I will verify our numbers. How may I help you? Hey, uh, this is Victoria with Benefits on a Card. I have a caller on the other line that, uh, speaks French Creole. Okay, no problem. May I introduce myself to your customer? Sure, give me one second and I'm gonna merge the call. Okay, no problem. Is everyone still here? Hello? Hello. Bonjour, et mon presta vu comme interprete mangla glavou. We're going to interpret- Okay. ... through the clothes. It's simply, very clever, episode via first record. To evade- Okay. ... to get to know, remember, because I'm going to do it. You may know me. Okay. Okay. Hey, so my name is Victoria. I'm with Benefits in a Card. We administer the medical insurance for Hospitality Staffing Solutions. Okay, I'm at a... Bonjour, Aque, no Moise Victoria, Aque, Moise, Avec, Benefits, ah, Benefits and Card. Okay, and then, Saque, Noufenu, Memse, Aque, Nujere, Assurance, Maladie, Aque, Solution, Avereke, Equipement, Na, A, A, A, A, Hotel, with it. Okay, okay. Um, I'm calling because you filled out a enrollment form for the medical insurance. Um, but on the enrollment form, you did select to enroll into one of the medical plans being offered, and you also selected to decline. So I'm calling to verify if you would like to enroll or not. Okay, I mean, more relou, sebasaku, ah, inteweke, and then otez, ampli, yoform, ah, inscription, or form a registrement, pour et assurances medicales. Mais, et ben, naform, naform, enregistrement, ou encore, inscription, et bien, ote selectionne, et inscription, et que, naiun, naplan, medicales, nouyo, que, nouyo, fuyot. Et bien, et ote, comme ce que, ah, sélectionne, ondo, mais, comme ce que, kite, refuse. Et bien, more relou, et que, monte capab, verifier, est-ce-que, ota, remai, ah, inscria, ou bien, est-ce-que, vota, remai, inscree. Bon. Mm-wah. I don't remember that kind of thing. Uh-huh. Simplement- Mm-hmm. Yeah, oui. Et, simplement, m'inter, le nom, l'hospital, yote, bam, muen, yon, cap, yon, yon, yon, medicare, ebiodine, ke, lipat, active. Nude, kit, en fait, analyse, yo, simplement, odintin, ke, li, pa, e, cap, muen, li, pa, active. Parake, jusqu'a, maintenant, yopoko, jam, bam, re, zil, ka, a cause, cap, la, li, pa, li, pas, active. Badimond, di, ko, active, pou, moins, tôt. Okay. So I don't think... Uh, I don't remember that kind of thing. Okay? So I- Mm-hmm. ... remember I went to a hospital, okay? To do, like a some tests and they take my medical card, but they told me it was refused. So because like the card is not active. Okay. So, uh, until now I don't have any, anyone; okay? Who can help me to activate it. Okay. I think there might be... Might be some

miscommunication. So this is for the medical insurance being offered through the staffing agency, Hospitality Staffing Solutions. Yeah. Um, this form that I'm looking at, you signed and dated on the 21st of March. Um, and this is the medical insurance that the staffing agency offers. So I'm calling to verify if you would like to enroll into the insurance they offer or if you're wanting to decline coverage. Okay, hey, Mr. K, you both secure, gay, like, gay, yeah, yeah, como se que, mais, suncapable, say que, mock, information, or core, communication, he passing, clear. Okay? Mais, chacune, par, do, la, la, imbus, bouillon, assurance, medicale. That you know of we have to have a and just a film. Okay. We have had an awesome staff in hospital day and solution and before that came out of the day like a decision and they occurred emitted that loud and they said they left. It is a serious medical epic and they could start with urgency or fear. They come with me. They come with me. If you ask, you will leave. You can be a spy who can assure us that there are free or well, as good as free, refused to convert to. Okay. And it's not my problem. My problem? No. Well, I'm back. I'm capable. But it's good. Now. So sad to say. Oh, yes. My dapper. Yes. I don't have any problem. Yes, I. I agree. Okay. To end war. Okay. On the into the insurance. Okay. So just to verify, I see the plan that you selected was the stay healthy and see Tela Rx is that the plan that you would like to enroll into for you and your spouse. Okay. Be a problem just for no capability. If you take my word for the selection day and become security, they do help him make sure that he has air and x y or z x. Okay. This is his plan. Same with me. But I remain excluded from the group, madam. Not my mind. Bagging madam. So you've got them. My main man. My main IP register. My meter. My only problem. They keep that in mind. They keep it by just one gap up to the plan. Plan normal. Mm hmm. Okay, So I don't have I don't have my spouse here with me. So my spouse is in Haiti. So the one that I had, the one the thing that I want to know. So it's about all of the coverage. All of the planes that you have. You can explain that to me in that case. So I will be able to choose the like of the correct one, like the one will match to me. Okay. So the first medical plan that we offer is the one that you selected on form B, Stay healthy and C tell our X. This plan covers your preventative health care at 100%. As long as you stay within the multi plan network. This would be things like yearly physicals, vaccinations and preventative screenings at 100% as long as you stay within the MULTIPLAN network. Now, it does also. It does also come with a subscription to free R X, which is a prescription plan, and it also comes with virtual urgent care. Okay. So we're here for a musical and become secure. No more positive music. We need balance. I am sure. What is the selection in a form of music? Is it make or break for capability and want to do another talk? We are here. It's okay, but not for the public. We plan safety at 5% and thank you. And come see what you think. But those who read the book and read through it could be a plan. A music bag coming for exam if you take it, would say, and should have made it clear. It's vaccination. Come secure the pictures. You put 20, 5000 people who meet and have a condition pure capable to visit. Now we should take it. Multi, multi plan. Okay. And this is not okay. But you live with me. I reckon you will live with me with your subscription or my armament r. X. Okay. The x is the artist. Okay. Make it simple. No prescription. Okay. And we'll come secure fairly. We don't come secure. I want you to get out there and just. Get back into what might have been one of the activities and keep me back in your day. You're going to do it for me and you're going to buy me a bottle. You have already made it very, very clear what you want from the program and particularly by the agency. Okay. So I think maybe it was that. Okay. So it was an emergency, okay? I went, okay, to look to look for a job. Okay. So I

was already okay. Get everything like they gave me t shirt, okay? And they give me some of the things, but I don't know if that you were talking about so but since now like they never called me for the job. Okay. Um, so we only administer the medical insurance that the staffing agency offers- Okay. So I am uns-, unsure if they are going to hire you for the job or not. You will need to speak to them directly about that. Um, if you would like, I can... We can decline coverage for now and if you do get hired on, you will still have 30 days from the date of your first check to get enrolled and you can call us back to do so. Okay. That's okay. No problem. Thank you so much. No, thank you. You have a wonderful day. Is there anything else I can assist you with? No, sir. Thank you so much. Thank you for using our services. We're just going to connect you. Have a good day. It's a pleasure to listen. Bye. Bye.

Conversation Format

Speaker speaker_0: Your call-

Speaker speaker_1: Thank you for-

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

Speaker speaker_1: I'm sorry, I didn't get that. Please speak or enter your seven-digit client ID.

Speaker speaker_0: 8179425.

Speaker speaker_1: Is that correct? Say yes or press 1, or say n- 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? Please hold while I locate your interpreter.

Speaker speaker_2: Hello, this is your French Creole interpreter, with the ID number 4019666. I look forward to helping you today. Please speak clearly and use short phrases. To ensure accuracy, I will verify our numbers. How may I help you?

Speaker speaker_3: Hey, uh, this is Victoria with Benefits on a Card. I have a caller on the other line that, uh, speaks French Creole.

Speaker speaker_2: Okay, no problem. May I introduce myself to your customer?

Speaker speaker_3: Sure, give me one second and I'm gonna merge the call.

Speaker speaker_2: Okay, no problem.

Speaker speaker_3: Is everyone still here?

Speaker speaker_2: Hello? Hello. Bonjour, et mon presta vu comme interprete mangla glavou. We're going to interpret- Okay. ... through the clothes. It's simply, very clever, episode via first record. To evade- Okay. ... to get to know, remember, because I'm going to do it. You may know me. Okay. Okay.

Speaker speaker_3: Hey, so my name is Victoria. I'm with Benefits in a Card. We administer the medical insurance for Hospitality Staffing Solutions.

Speaker speaker_2: Okay, I'm at a... Bonjour, Aque, no Moise Victoria, Aque, Moise, Avec, Benefits, ah, Benefits and Card. Okay, and then, Saque, Noufenu, Memse, Aque, Nujere, Assurance, Maladie, Aque, Solution, Averke, Equipement, Na, A, A, A, A, Hotel, with it. Okay, okay.

Speaker speaker_3: Um, I'm calling because you filled out a enrollment form for the medical insurance. Um, but on the enrollment form, you did select to enroll into one of the medical plans being offered, and you also selected to decline. So I'm calling to verify if you would like to enroll or not.

Speaker speaker_2: Okay, I mean, more relou, sebasaku, ah, inteweke, and then otez, ampli, yoform, ah, inscription, or form a registrement, pour et assurances medicales. Mais, et ben, naform, naform, enregistrement, ou encore, inscription, et bien, ote selectionne, et inscription, et que, naiun, naplan, medicales, nouyo, que, nouyo, fuyot. Et bien, et ote, comme ce que, ah, sélectionne, ondo, mais, comme ce que, kite, refuse. Et bien, more relou, et que, monte capab, verifier, est-ce-que, ota, remai, ah, inscria, ou bien, est-ce-que, vota, remai, inscree. Bon. Mm-wah. I don't remember that kind of thing. Uh-huh. Simplement- Mm-hmm. Yeah, oui. Et, simplement, m'inter, le nom, l'hopital, yote, bam, muen, yon, cap, yon, yon, yon, medicare, ebiodine, ke, lipat, active. Nude, kit, en fait, analyse, yo, simplement, odintin, ke, li, pa, e, cap, muen, li, pa, active. Parake, jusqu'a, maintenant, yopoko, jam, bam, re, zil, ka, a cause, cap, la, li, pa, li, pas, active. Badimond, di, ko, active, pou, moins, tôt. Okay. So I don't think... Uh, I don't remember that kind of thing. Okay? So I- Mm-hmm. ... remember I went to a hospital, okay? To do, like a some tests and they take my medical card, but they told me it was refused. So because like the card is not active. Okay. So, uh, until now I don't have any, anyone; okay? Who can help me to activate it.

Speaker speaker_3: Okay. I think there might be... Might be some miscommunication. So this is for the medical insurance being offered through the staffing agency, Hospitality Staffing Solutions.

Speaker speaker_2: Yeah.

Speaker speaker_3: Um, this form that I'm looking at, you signed and dated on the 21st of March. Um, and this is the medical insurance that the staffing agency offers. So I'm calling to verify if you would like to enroll into the insurance they offer or if you're wanting to decline coverage.

Speaker speaker_2: Okay, hey, Mr. K, you both secure, gay, like, gay, yeah, yeah, como se que, mais, suncapable, say que, mock, information, or core, communication, he passing, clear. Okay? Mais, chacune, par, do, la, la, imbus, bouillon, assurance, medicale. That you know of we have to have a and just a film. Okay. We have had an awesome staff in hospital day and solution and before that came out of the day like a decision and they occurred emitted that loud and they said they left. It is a serious medical epic and they could start with urgency or fear. They come with me. They come with me. If you ask, you will leave. You can be a spy who can assure us that there are free or well, as good as free, refused to convert to.

Speaker speaker_4: Okay. And it's not my problem. My problem? No. Well, I'm back. I'm capable. But it's good. Now. So sad to say. Oh, yes. My dapper. Yes. I don't have any problem. Yes, I. I agree. Okay. To end war. Okay. On the into the insurance.

Speaker speaker_5: Okay. So just to verify, I see the plan that you selected was the stay healthy and see Tela Rx is that the plan that you would like to enroll into for you and your spouse.

Speaker speaker_2: Okay. Be a problem just for no capability. If you take my word for the selection day and become security, they do help him make sure that he has air and x y or z x. Okay. This is his plan. Same with me. But I remain excluded from the group, madam. Not my mind. Bagging madam. So you've got them. My main man. My main IP register. My meter. My only problem. They keep that in mind. They keep it by just one gap up to the plan. Plan normal. Mm hmm. Okay, So I don't have I don't have my spouse here with me. So my spouse is in Haiti. So the one that I had, the one the thing that I want to know. So it's about all of the coverage. All of the planes that you have. You can explain that to me in that case. So I will be able to choose the like of the correct one, like the one will match to me.

Speaker speaker_5: Okay. So the first medical plan that we offer is the one that you selected on form B, Stay healthy and C tell our X. This plan covers your preventative health care at 100%. As long as you stay within the multi plan network. This would be things like yearly physicals, vaccinations and preventative screenings at 100% as long as you stay within the MULTIPLAN network. Now, it does also. It does also come with a subscription to free R X, which is a prescription plan, and it also comes with virtual urgent care.

Speaker speaker_2: Okay. So we're here for a musical and become secure. No more positive music. We need balance. I am sure. What is the selection in a form of music? Is it make or break for capability and want to do another talk? We are here. It's okay, but not for the public. We plan safety at 5% and thank you. And come see what you think. But those who read the book and read through it could be a plan. A music bag coming for exam if you take it, would say, and should have made it clear. It's vaccination. Come secure the pictures. You put 20, 5000 people who meet and have a condition pure capable to visit. Now we should take it. Multi, multi plan. Okay. And this is not okay. But you live with me. I reckon you will live with me with your subscription or my armament r. X. Okay. The x is the artist. Okay. Make it simple. No prescription. Okay. And we'll come secure fairly. We don't come secure.

Speaker speaker_4: I want you to get out there and just.

Speaker speaker_2: Get back into what might have been one of the activities and keep me back in your day. You're going to do it for me and you're going to buy me a bottle. You have already made it very, very clear what you want from the program and particularly by the agency. Okay. So I think maybe it was that. Okay. So it was an emergency, okay? I went, okay, to look to look for a job. Okay. So I was already okay. Get everything like they gave me t shirt, okay? And they give me some of the things, but I don't know if that you were talking about so but since now like they never called me for the job.

Speaker speaker_3: Okay. Um, so we only administer the medical insurance that the staffing agency offers-

Speaker speaker_6: Okay.

Speaker speaker_3: So I am uns-, unsure if they are going to hire you for the job or not. You will need to speak to them directly about that. Um, if you would like, I can... We can decline coverage for now and if you do get hired on, you will still have 30 days from the date of your first check to get enrolled and you can call us back to do so.

Speaker speaker_6: Okay. That's okay. No problem. Thank you so much.

Speaker speaker_7: No, thank you. You have a wonderful day.

Speaker speaker_6: Is there anything else I can assist you with?

Speaker speaker_7: No, sir. Thank you so much.

Speaker speaker_6: Thank you for using our services. We're just going to connect you. Have a good day. It's a pleasure to listen. Bye. Bye.