

Transcript: VICTORIA

Taylor-5078370740912128-6204564551024640

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Um, hi. How are you doing? Good. How are you? I'm doing good. Um, yeah, I'm trying to call you for my sister, because she has the, um, um, the card. And today she went to the hospital and they say that the card is not, like, um, like, activated. So, that's the reason I called the number to see... They say we need to call in just to know where, when the benefits start or what's going on with it because they say that, um, there is no coverage in the card yet. Okay. Is your sister nearby? What's that? Is your sister nearby? I would need to speak to her directly. Uh, but she would be the Haitian Creole translator. Okay. Um, we do have an interpreter service. Okay. So, um, but unfortunately, I would need to speak to her. Okay. Hello? Hi. Give me just one second. I'm gonna get an interpreter on the line. Okay. Um, but just to make sure, you speak Haitian, is that correct? Creole? Yes. Okay. Give me one second. Thank you. Okay, is everyone here? Yes. Hello, bonsoir. Bonsoir. Hi, can you provide me with the name of the agency you work for? Okay, can you provide me with the name of the agency you work for? Okay, f...i kapa be a mno ajensi ki w...p kpe w...li y...nOkay, can you provide me with the name of the agency you work for? OnStar. K...ba? OnStar. OnStar. OnStaff? Star. OnStar, she said. OnStar. Run, RunStars. Okay. Yes. Is that the name of the staffing agency that you're working through? ...ki kpe s... si no Staff ajensi to ...p kpe w...li y...n Oui. Yes. Okay, I'm just not familiar with that staffing agency. Um, let me try to look you up a different way. What's the last four of your Social? Okay, ... mwen pisi pa biti aw...t ajensi. M...m t...che w... l...t fason. Ki kad... nien imew sosyo lu ...g...? 91-61. Okay, it's 91-61. Okay. It's 9161. And your first and last name? Ki pwen...w ...nd signatyon? Torchon. Pwen...w ...nd signatyon? Stephanie Torchon. Yeah, Stephanie Torchon. Is that spelled S-T-E-P-H-A-N-I-E for the first name? Eske Stefanie ...se s-t-e-p-h-a-n-i-e? Oui. Yes. Okay, I am not seeing you in our system. Nope, mwen pa w... w...n ...nd sistèm la. Mm. How do you spell your last name? K...mow ...p ...prew pwen...w ...nd signatyon? T-O-R-C-H-O-N. T-O-R-C-H-O-N? Yeah. Okay, it's T-O-R-C-H-O-N. Okay, I think I have you here. Would the name of your staffing agency be Crown Services? ...l... m'ba siki ...m... je nno. Eske no ... ajensi na ... Staff ajensi sa ...se aw...n Kwan Services? Yes. Was that yes? I'm sorry. Yes. Yes, ma'am. Yes. Okay. Do you mind verifying your address and date of birth? ...t...ki ...t...ki kpe w... vi adesu? Y... vi date b...s... s...w. Mm-hmm. 300 Snyder Way, Apartment 106, Radcliff, Kentucky. Wo, wo, wo madame. M'kpa w'v w...n adesu a. Y... vi w'w...n adesu a. 300. Y... vi w'w...n adesu a. 300. 300 Snyder Way. Snyder Way. Snyder Way. Uh-huh. Apartment 106. Apartment 106. Uh-huh. 106. Radcliff, Kentucky. K...ba, k...ba, k...ba, k...ba, k...ba, k...ba, k...ba, k...ba, k...ba, k...ba, Radcliff, Kentucky. Radcliff, Kentucky. Uh-huh. ...ko. Adesu a m...nde w...kompl...t ...pui ...b... mwen kona date b...s... s...n. My address again. My address again. 300 Snyder Way, Apartment 106, Radcliff, Kentucky. Date de naissances moi, c'est 11 novembre 1995.

11 novembre 1995. Okay, so- 11 novembre... No, 5 novembre 1995. Okay, so the address is 300 Snyder Way, Apartment 106, Radcliff, Kentucky, and the zip code is November... Um, the phone... My date of birth is November 5th, 1995. Okay, I do have a different address on file. I have 3622 41st Street Avenue Northwest in Naples- Mais, bon, adres ■d■k pe ■v w■ l■. ■dè m'w ■v w■ ny■ adres la. ■dè m'w ■v w■ ny■ adres paske Florida m te ■t■ ■t■ p■ nyi adres t'akiti soli. 3622 41st Street Avenue, Naples, Florida. Okay, so that is the, uh, previous address that I had when I was in Florida. Okay. I can update that as needed. Um, is your phone number 317-969-0932? Oh, okay, okay. 317 969 0932. Oui, c'est ca. Yes. Okay. And then, your email is first and last name 412@gmail.com? Okay, est-ce que il y a, uh, mail c'est prenom signature 412 at gmail.com? Oui, c'est ca. Yes. Okay. So, I do not see that you have active coverage with us. Um, it looks like your coverage was only active the week of the 13th through the 19th of January. Okay. Alors, moi, je peux voir que vous guine couverture qui est active... Me va avec vous couverture qui est active avec nous. Donc, alors couverture notez et, et, et, a, et active seulement la semaine qui était le 13. La semaine 13, du 13 au 19 janvier était active seulement. Bon, eh bien, quand même, capable de faire ça, mais... Okay, how can I fix that? Um, are you back to work with Crown Services? Est-ce que tu es en train de travailler avec Crown Services? Oui. Yes. Okay. I can reinstate the coverage for you. With reinstatements, it does have to be exactly what you were previously enrolled into. Um, and it will take about one to two weeks for that reinstatement to be processed through your payroll. Okay, alors, yeah, m- me, me capable, eh, fait, eh, oui, me capable rétablir vos, uh- Mm-hmm. ... coverage là. Mais, eh, coverage là, mais, c'est exactement cote, eh, cote que vous, vous ti enscri là-dedans. Donc, c'est la date là. Prendre environ une à deux semaines pour capable rétablir processus là à payé-- pour paye wallow. Hmm, okay. Eh bien, ok, pas de probleme. Okay, no problem. Okay. So just to let you know, you were enrolled into the MEC TeleRx for employee only, which it is \$15.67 a week. So once you see that first deduction being made out of your check, the coverage will start the following Monday. Okay. Alors, uh, donc pas oublier que, okay, donc pas oublier que, eh, uh, le- ou- ou- quoi t'on dit. Alors, ou t'es, ou connais que ou t'es inscri et a travers MEC la Rx pour employer seulement. Qui c'est que, quinze dollars, 15.67. Donc, est \$15.67 par semaine. Une fois que vous preniez dededuction faite dans checou, eh, alors, coverage là là commencé, suivre, eh, même si- C'est la comme un commande. No problem. Okay, thank you. Did you need help with anything else today? A part ça, vous avez besoin d'aide avec anything d'autre aujourd'hui, hein? Non. No. Okay. Thank you so much for calling. I hope you have a wonderful day. Merci parce que vous aidez nous. Et j'espère que vous passez une bonne journée. Merci, vous-même aussi. Thank you, have a good, good day also. Thank you. All right. Okay, ma'am, this is speaking. Is there anything I can assist you with today? Uh, no, thank you so much. You are welcome. Thank you so much for using our services. Thank you, bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Um, hi. How are you doing?

Speaker speaker_0: Good. How are you?

Speaker speaker_1: I'm doing good. Um, yeah, I'm trying to call you for my sister, because she has the, um, um, the card. And today she went to the hospital and they say that the card is not, like, um, like, activated. So, that's the reason I called the number to see... They say we need to call in just to know where, when the benefits start or what's going on with it because they say that, um, there is no coverage in the card yet.

Speaker speaker_0: Okay. Is your sister nearby?

Speaker speaker_1: What's that?

Speaker speaker_0: Is your sister nearby? I would need to speak to her directly.

Speaker speaker_1: Uh, but she would be the Haitian Creole translator.

Speaker speaker_0: Okay. Um, we do have an interpreter service.

Speaker speaker_1: Okay.

Speaker speaker_0: So, um, but unfortunately, I would need to speak to her.

Speaker speaker_1: Okay.

Speaker speaker_2: Hello?

Speaker speaker_0: Hi. Give me just one second. I'm gonna get an interpreter on the line.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, but just to make sure, you speak Haitian, is that correct? Creole?

Speaker speaker_2: Yes.

Speaker speaker_0: Okay. Give me one second.

Speaker speaker_2: Thank you.

Speaker speaker_3: Okay, is everyone here?

Speaker speaker_4: Yes.

Speaker speaker_5: Hello, bonsoir.

Speaker speaker_4: Bonsoir.

Speaker speaker_0: Hi, can you provide me with the name of the agency you work for?

Speaker speaker_5: Okay, can you provide me with the name of the agency you work for?

Speaker speaker_4: Okay, f■t■■i kapa be ■a mno ajensi ki w■p ■kpe w■li y■nOkay, can you provide me with the name of the agency you work for? OnStar.

Speaker speaker_5: K■ba?

Speaker speaker_4: OnStar.

Speaker speaker_5: OnStar.

Speaker speaker_0: OnStaff?

Speaker speaker_5: Star. OnStar, she said.

Speaker speaker_4: OnStar.

Speaker speaker_5: Run, RunStars. Okay.

Speaker speaker_4: Yes.

Speaker speaker_0: Is that the name of the staffing agency that you're working through?

Speaker speaker_5: ■t■ki ■kpe s■ si no Staff ■ajensi to ■p ■kpe w■li y■n

Speaker speaker_4: Oui.

Speaker speaker_5: Yes.

Speaker speaker_0: Okay, I'm just not familiar with that staffing agency. Um, let me try to look you up a different way. What's the last four of your Social?

Speaker speaker_5: Okay, ■l■ mwen pisi pa biti aw■t ■ajensi. M■m t■che w■ l■t fason. Ki kad■ nien imew ■sosyo lu ■g■?

Speaker speaker_4: 91-61.

Speaker speaker_5: Okay, it's 91-61. Okay. It's 9161.

Speaker speaker_0: And your first and last name?

Speaker speaker_5: Ki pwen■w ■nd signatyon?

Speaker speaker_4: Torchon.

Speaker speaker_5: Pwen■w ■nd signatyon?

Speaker speaker_4: Stephanie Torchon.

Speaker speaker_5: Yeah, Stephanie Torchon.

Speaker speaker_6: Is that spelled S-T-E-P-H-A-N-I-E for the first name?

Speaker speaker_5: Eske Stefanie ■se s-t-e-p-h-a-n-i-e?

Speaker speaker_4: Oui.

Speaker speaker_5: Yes.

Speaker speaker_0: Okay, I am not seeing you in our system.

Speaker speaker_5: Nope, mwen pa w■ w■n ■nd sistèm la.

Speaker speaker_4: Mm.

Speaker speaker_0: How do you spell your last name?

Speaker speaker_5: K-mow p-prew pwen-w-and signatyon?

Speaker speaker_4: T-O-R-C-H-O-N.

Speaker speaker_5: T-O-R-C-H-O-N?

Speaker speaker_4: Yeah.

Speaker speaker_5: Okay, it's T-O-R-C-H-O-N.

Speaker speaker_0: Okay, I think I have you here. Would the name of your staffing agency be Crown Services?

Speaker speaker_5: m'ba siki m-je nno. Eske no ajensi na Staff ajensi sa se aw-n Kwan Services?

Speaker speaker_4: Yes.

Speaker speaker_0: Was that yes? I'm sorry.

Speaker speaker_5: Yes. Yes, ma'am. Yes.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_5: t-ki t-ki kpe w- vi adesu? Y- vi date b-s- s-w.

Speaker speaker_4: Mm-hmm. 300 Snyder Way, Apartment 106, Radcliff, Kentucky.

Speaker speaker_5: Wo, wo, wo madame. M'kpa w'v w-n adesu a. Y- vi w'w-n adesu a. 300. Y- vi w'w-n adesu a. 300.

Speaker speaker_4: 300 Snyder Way.

Speaker speaker_5: Snyder Way. Snyder Way. Uh-huh.

Speaker speaker_4: Apartment 106. Apartment 106.

Speaker speaker_5: Uh-huh. 106.

Speaker speaker_4: Radcliff, Kentucky.

Speaker speaker_5: K-ba, k-ba, k-ba, k-ba, k-ba, k-ba, k-ba, k-ba, k-ba, k-ba, Radcliff, Kentucky. Radcliff, Kentucky. Uh-huh. ko.

Speaker speaker_4: Adesu a m-nde w-kompl-t-pui b-mwen kona date b-s-s-n. My address again. My address again. 300 Snyder Way, Apartment 106, Radcliff, Kentucky.

Speaker speaker_5: Date de naissances moi, c'est 11 novembre 1995. 11 novembre 1995. Okay, so-

Speaker speaker_4: 11 novembre... No, 5 novembre 1995.

Speaker speaker_5: Okay, so the address is 300 Snyder Way, Apartment 106, Radcliff, Kentucky, and the zip code is November... Um, the phone... My date of birth is November 5th, 1995.

Speaker speaker_0: Okay, I do have a different address on file. I have 3622 41st Street Avenue Northwest in Naples-

Speaker speaker_5: Mais, bon, adres ■d■k pe ■v w■ l■.

Speaker speaker_4: ■dè m'w ■v w■ ny■ adres la. ■dè m'w ■v w■ ny■ adres paske Florida m te ■t■ ■t■ p■ nyi adres t'akiti soli. 3622 41st Street Avenue, Naples, Florida.

Speaker speaker_5: Okay, so that is the, uh, previous address that I had when I was in Florida.

Speaker speaker_0: Okay. I can update that as needed. Um, is your phone number 317-969-0932?

Speaker speaker_5: Oh, okay, okay. 317 969 0932.

Speaker speaker_7: Oui, c'est ca.

Speaker speaker_5: Yes.

Speaker speaker_0: Okay. And then, your email is first and last name 412@gmail.com?

Speaker speaker_5: Okay, est-ce que il y a, uh, mail c'est prenom signature 412 at gmail.com?

Speaker speaker_7: Oui, c'est ca.

Speaker speaker_5: Yes.

Speaker speaker_0: Okay. So, I do not see that you have active coverage with us. Um, it looks like your coverage was only active the week of the 13th through the 19th of January.

Speaker speaker_5: Okay. Alors, moi, je peux voir que vous guine couverture qui est active... Me va avec vous couverture qui est active avec nous. Donc, alors couverture notez et, et, et, a, et active seulement la semaine qui était le 13. La semaine 13, du 13 au 19 janvier était active seulement.

Speaker speaker_7: Bon, eh bien, quand même, capable de faire ça, mais...

Speaker speaker_5: Okay, how can I fix that?

Speaker speaker_0: Um, are you back to work with Crown Services?

Speaker speaker_5: Est-ce que tu es en train de travailler avec Crown Services?

Speaker speaker_7: Oui.

Speaker speaker_5: Yes.

Speaker speaker_0: Okay. I can reinstate the coverage for you. With reinstatements, it does have to be exactly what you were previously enrolled into. Um, and it will take about one to two weeks for that reinstatement to be processed through your payroll.

Speaker speaker_5: Okay, alors, yeah, m- me, me capable, eh, fait, eh, oui, me capable rétablir vos, uh-

Speaker speaker_0: Mm-hmm.

Speaker speaker_5: ... coverage là. Mais, eh, coverage là, mais, c'est exactement cote, eh, cote que vous, vous ti encri là-dedans. Donc, c'est la date là. Prendre environ une à deux semaines pour capable rétablir processus là à payé-- pour paye wallow.

Speaker speaker_7: Hmm, okay. Eh bien, ok, pas de probleme.

Speaker speaker_5: Okay, no problem.

Speaker speaker_0: Okay. So just to let you know, you were enrolled into the MEC TeleRx for employee only, which it is \$15.67 a week. So once you see that first deduction being made out of your check, the coverage will start the following Monday.

Speaker speaker_5: Okay. Alors, uh, donc pas oublier que, okay, donc pas oublier que, eh, uh, le- ou- ou- quoi t'on dit. Alors, ou t'es, ou connais que ou t'es inscri et a travers MEC la Rx pour employer seulement. Qui c'est que, quinze dollars, 15.67. Donc, est \$15.67 par semaine. Une fois que vous preniez dededuction faite dans checou, eh, alors, coverage là là commencé, suivre, eh, même si-

Speaker speaker_7: C'est la comme un commande.

Speaker speaker_5: No problem. Okay, thank you.

Speaker speaker_0: Did you need help with anything else today?

Speaker speaker_5: A part ça, vous avez besoin d'aide avec anything d'autre aujourd'hui, hein?

Speaker speaker_7: Non.

Speaker speaker_5: No.

Speaker speaker_0: Okay. Thank you so much for calling. I hope you have a wonderful day.

Speaker speaker_5: Merci parce que vous aidez nous. Et j'espère que vous passez une bonne journée.

Speaker speaker_7: Merci, vous-même aussi.

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

Speaker speaker_0: Thank you.

Speaker speaker_5: All right. Okay, ma'am, this is speaking. Is there anything I can assist you with today?

Speaker speaker_8: Uh, no, thank you so much.

Speaker speaker_5: You are welcome. Thank you so much for using our services.

Speaker speaker_8: Thank you, bye-bye.

Speaker speaker_5: Bye-bye.