

## Transcript: VICTORIA

**Taylor-5212662670213120-4672462353252352**

### Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Good afternoon. My name is Richland and I speak Haitian Creole. I'm sorry? My name is Richland and Debreter ill-shan Krey-o. Okay. I'm sorry, are you asking for an interpreter? Yes. Okay. And you said it's, uh, Haitian Creole? Haitian Kreyol, yes. Okay. Give me one second. No problem. All righty. Everybody should be here. . We must be. How can I help you today? Message I received on my phone, they said to call. That's the reason I'm calling. Okay. Um, so here at Benefits in a Card, we administer medical insurance if you work through, like, a staffing or a temp agency. Now, we do work for a couple different agencies. What is the name of the agency you work for? I'm not working at the moment. I used to work with Surge. Okay. So Surge Staffing will automatically enroll their new hires into one of the medical plans they offer unless you opt out. Are you wanting to opt out of that? No, because I'm currently not working at all at the moment. I'm not work looking for, for them and from now on at the moment. Okay. Um, well, if you're, if you're not working with Surge Staffing, then you should be t- you should be good to go from here then. Did you need anything from me? Do you have any specific questions or concerns? No, that's it for now. Just wanted to call to, you know... Okay. Um, just so you know, if you do end up working with Surge Staffing in the future, please make sure to give us a call back so that if you're not interested in enrolling into the benefits, we can decline that for you to avoid you being automatically enrolled. Um, but if there's nothing else, I hope you have a wonderful day. Thank you. Thank you. Bye-bye. Thank you. Interpreter, did she gain anything else from me? Uh, no, thank you. No, sir. Thank you for calling. Have a good day. You too.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Good afternoon. My name is Richland and I speak Haitian Creole.

Speaker speaker\_0: I'm sorry?

Speaker speaker\_1: My name is Richland and Debreter ill-shan Krey-o.

Speaker speaker\_0: Okay. I'm sorry, are you asking for an interpreter?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. And you said it's, uh, Haitian Creole?

Speaker speaker\_1: Haitian Kreyol, yes.

Speaker speaker\_0: Okay. Give me one second.

Speaker speaker\_1: No problem.

Speaker speaker\_0: All righty. Everybody should be here.

Speaker speaker\_1: .

Speaker speaker\_2: We must be.

Speaker speaker\_0: How can I help you today?

Speaker speaker\_1: Message I received on my phone, they said to call. That's the reason I'm calling.

Speaker speaker\_0: Okay. Um, so here at Benefits in a Card, we administer medical insurance if you work through, like, a staffing or a temp agency. Now, we do work for a couple different agencies. What is the name of the agency you work for?

Speaker speaker\_1: I'm not working at the moment. I used to work with Surge.

Speaker speaker\_0: Okay. So Surge Staffing will automatically enroll their new hires into one of the medical plans they offer unless you opt out. Are you wanting to opt out of that?

Speaker speaker\_1: No, because I'm currently not working at all at the moment. I'm not work looking for, for them and from now on at the moment.

Speaker speaker\_0: Okay. Um, well, if you're, if you're not working with Surge Staffing, then you should be t- you should be good to go from here then. Did you need anything from me? Do you have any specific questions or concerns?

Speaker speaker\_1: No, that's it for now. Just wanted to call to, you know...

Speaker speaker\_0: Okay. Um, just so you know, if you do end up working with Surge Staffing in the future, please make sure to give us a call back so that if you're not interested in enrolling into the benefits, we can decline that for you to avoid you being automatically enrolled. Um, but if there's nothing else, I hope you have a wonderful day.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: Thank you. Bye-bye.

Speaker speaker\_1: Thank you. Interpreter, did she gain anything else from me?

Speaker speaker\_0: Uh, no, thank you. No, sir.

Speaker speaker\_1: Thank you for calling. Have a good day.

Speaker speaker\_0: You too.