

## Transcript: VICTORIA

Taylor-5910972699820032-5843917657128960

### Full Transcript

Thank you for calling... will 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 no or press 2. Welcome. Which language would you like interpreted? For Ha- for Haitian Creole, press or say one. For Haitian Creole, press or say... I'm sorry, I still- Thank you for calling Transfer Financial Service. What language do you need? Uh, Haitian Creole. I'll connect you, one moment please. Okay. Hello, I look forward to helping you today, please speak clearly, short phrases to ensure our accuracy. I will verify all numbers. How may I help you? Hey, um, I am with Benefits on a Card. I have a lady on the other line that speaks Haitian Creole. I just need a translation. Yes, ma'am. I will be more than happy to assist you with that. May I introduce myself? I'm sorry? Okay, may I, may I introduce myself? Yeah. Would you like me to merge the call now? Hello? Can you hear me? I can hear you now. Okay, okay. May I, may I introduce myself to your customer? Yes, give me just one second. Let me merge the call. Okay. Hello? Okay, is everyone here? Yes. Hello, bonsoir. Bonsoir. Bonsoir. Hi. Um, can you provide me with the name of the agency you work for? Okay, . OnStar. Comment? OnStar. OnStar. OnStaff? Star, OnStar she said. OnStar. On, OnStar. Okay. Is that the name of the, uh, staffing agency that you're working through? Okay, . 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, . Okay, it's... . Okay, it's 9161. And your first and last name? And your first and last name? Torchen. First name and last name. Stephanie Torchen. Yeah, Stephanie Torchen. Is that spelled S-T-E-P-H-A-N-I-E for the first name? Est-ce que c'est Stephanie aussi, S-T-E-P-H-A-N-I-E? Oui. Yes. Okay, I am not seeing you in our system. Okay, . Mm. How do you spell your last name? Comment vous prenez votre nom et votre cognom? T-O-R-C-H-O-N. T-O-R-C-H-O-N. Okay, it's T-O-R-C-H-O-N. Okay, I think I have you here. Would your, would the name of your staffing agency be Crown Services? Okay, . Yes. Was that yes? I'm sorry. Yeah, yes, ma'am. Yes. Okay. Do you mind verifying your address and date of birth? 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. Okay, so that is the previous address that I had when I was in Florida. Okay, I can update that if needed. Is your phone number 317-969-0932? Yes. Yes. Okay, and then your email is firstandlastname412@gmail.com? Yes. Yes. Okay. So I do not see that you have active coverage with us. It looks like your coverage was only active the week of the 13th through the 19th of January. Okay, how can I fix that? Um, are you back to work with Crown Services? 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. Maybe I will do that again. Okay, no problem. Okay, so just to let you know, you were enrolled into the MEC TeleRx for employee only, which 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. Thank you. Did you need help with anything else today? No. Okay, thank you so much for calling. I hope you have a wonderful day. Thank you. Thank you. Okay, ma'am. This is ... Speaking. Is there anything I can assist you with today? Uh, nope. Thank you so much. You're welcome. Thank you so much for using our services. Thank you. Bye-bye. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling... will 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 no or press 2. Welcome. Which language would you like interpreted? For Ha- for Haitian Creole, press or say one. For Haitian Creole, press or say... I'm sorry, I still-

Speaker speaker\_1: Thank you for calling Transfer Financial Service. What language do you need?

Speaker speaker\_2: Uh, Haitian Creole.

Speaker speaker\_1: I'll connect you, one moment please.

Speaker speaker\_2: Okay.

Speaker speaker\_3: Hello, I look forward to helping you today, please speak clearly, short phrases to ensure our accuracy. I will verify all numbers. How may I help you?

Speaker speaker\_2: Hey, um, I am with Benefits on a Card. I have a lady on the other line that speaks Haitian Creole. I just need a translation.

Speaker speaker\_3: Yes, ma'am. I will be more than happy to assist you with that. May I introduce myself?

Speaker speaker\_2: I'm sorry?

Speaker speaker\_3: Okay, may I, may I introduce myself?

Speaker speaker\_2: Yeah. Would you like me to merge the call now? Hello?

Speaker speaker\_3: Can you hear me?

Speaker speaker\_2: I can hear you now.

Speaker speaker\_3: Okay, okay. May I, may I introduce myself to your customer?

Speaker speaker\_2: Yes, give me just one second. Let me merge the call.

Speaker speaker\_3: Okay.

Speaker speaker\_4: Hello?

Speaker speaker\_2: Okay, is everyone here?

Speaker speaker\_4: Yes.

Speaker speaker\_3: Hello, bonsoir.

Speaker speaker\_4: Bonsoir.

Speaker speaker\_5: Bonsoir.

Speaker speaker\_2: Hi. Um, can you provide me with the name of the agency you work for?

Speaker speaker\_3: Okay, .

Speaker speaker\_5: OnStar.

Speaker speaker\_3: Comment?

Speaker speaker\_5: OnStar.

Speaker speaker\_3: OnStar.

Speaker speaker\_2: OnStaff?

Speaker speaker\_3: Star, OnStar she said.

Speaker speaker\_5: OnStar.

Speaker speaker\_3: On, OnStar. Okay.

Speaker speaker\_2: Is that the name of the, uh, staffing agency that you're working through?

Speaker speaker\_3: Okay, .

Speaker speaker\_5: Oui.

Speaker speaker\_3: Yes.

Speaker speaker\_2: 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\_3: Okay, . Okay, it's... . Okay, it's 9161.

Speaker speaker\_2: And your first and last name?

Speaker speaker\_3: And your first and last name?

Speaker speaker\_5: Torchen.

Speaker speaker\_3: First name and last name.

Speaker speaker\_5: Stephanie Torchen.

Speaker speaker\_3: Yeah, Stephanie Torchen.

Speaker speaker\_2: Is that spelled S-T-E-P-H-A-N-I-E for the first name?

Speaker speaker\_3: Est-ce que c'est Stephanie aussi, S-T-E-P-H-A-N-I-E?

Speaker speaker\_5: Oui.

Speaker speaker\_3: Yes.

Speaker speaker\_2: Okay, I am not seeing you in our system.

Speaker speaker\_3: Okay, .

Speaker speaker\_2: Mm. How do you spell your last name?

Speaker speaker\_3: Comment vous prenez votre nom et votre cognom?

Speaker speaker\_5: T-O-R-C-H-O-N.

Speaker speaker\_3: T-O-R-C-H-O-N. Okay, it's T-O-R-C-H-O-N.

Speaker speaker\_2: Okay, I think I have you here. Would your, would the name of your staffing agency be Crown Services?

Speaker speaker\_3: Okay, .

Speaker speaker\_5: Yes.

Speaker speaker\_2: Was that yes? I'm sorry.

Speaker speaker\_6: Yeah, yes, ma'am. Yes.

Speaker speaker\_2: Okay. Do you mind verifying your address and date of birth?

Speaker speaker\_6: 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\_2: Okay, I do have a different address on file. I have 3622 41st Street Avenue, Northwest in Naples.

Speaker speaker\_6: Okay, so that is the previous address that I had when I was in Florida.

Speaker speaker\_2: Okay, I can update that if needed. Is your phone number 317-969-0932? Yes.

Speaker speaker\_6: Yes.

Speaker speaker\_2: Okay, and then your email is firstandlastname412@gmail.com? Yes.

Speaker speaker\_6: Yes.

Speaker speaker\_2: Okay. So I do not see that you have active coverage with us. It looks like your coverage was only active the week of the 13th through the 19th of January.

Speaker speaker\_6: Okay, how can I fix that?

Speaker speaker\_2: Um, are you back to work with Crown Services?

Speaker speaker\_6: Yes.

Speaker speaker\_2: 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\_6: Okay. Maybe I will do that again. Okay, no problem.

Speaker speaker\_2: Okay, so just to let you know, you were enrolled into the MEC TeleRx for employee only, which 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\_6: Okay. Thank you.

Speaker speaker\_2: Did you need help with anything else today?

Speaker speaker\_7: No.

Speaker speaker\_2: Okay, thank you so much for calling. I hope you have a wonderful day.

Speaker speaker\_7: Thank you.

Speaker speaker\_2: Thank you.

Speaker speaker\_6: Okay, ma'am. This is ... Speaking. Is there anything I can assist you with today?

Speaker speaker\_2: Uh, nope. Thank you so much.

Speaker speaker\_6: You're welcome. Thank you so much for using our services.

Speaker speaker\_2: Thank you. Bye-bye.

Speaker speaker\_6: Bye-bye.