

Transcript: VICTORIA

Taylor-6217560183455744-5663178354245632

Full Transcript

Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Yes. Um, good afternoon, Victoria. My name is Merely Castro and I am calling because one of your employees needs his benefit card, like his group number and insurance number, but he doesn't know how to go about and get that. Okay. So he's one of our members? Yes. All right. Um, is he available that I can speak with him? Hmm... He is, he's actually out on the floor working. I'm actually, um, the bilingual translator. He doesn't speak- I'll be- He only speaks, um, Creole, so he has a bill here he brought. I help him out with trying to get, um, their bills, one of the bills paid through the... He went to the hospital, but he doesn't know his benefit card number or group number, so now they're charging him for the bill without insurance. Oh. F- So he needs that. I have his- ... I understand. ... um... Go ahead, I'm sorry. Yes, so I definitely understand and we can totally help him, however, we do have to speak to him directly and we also have an interpreter service. So you can just advise him to call us, um, and then we can get an interpreter on the line. All right. Let me... Then I'll have him call you guys. All right? Mm-hmm. Thank you so much. You're welcome. 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: Yes. Um, good afternoon, Victoria. My name is Merely Castro and I am calling because one of your employees needs his benefit card, like his group number and insurance number, but he doesn't know how to go about and get that.

Speaker speaker_0: Okay. So he's one of our members?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. Um, is he available that I can speak with him?

Speaker speaker_1: Hmm... He is, he's actually out on the floor working. I'm actually, um, the bilingual translator. He doesn't speak-

Speaker speaker_0: I'll be-

Speaker speaker_1: He only speaks, um, Creole, so he has a bill here he brought. I help him out with trying to get, um, their bills, one of the bills paid through the... He went to the hospital, but he doesn't know his benefit card number or group number, so now they're charging him

for the bill without insurance.

Speaker speaker_0: Oh. F-

Speaker speaker_1: So he needs that. I have his-

Speaker speaker_0: ... I understand.

Speaker speaker_1: ... um... Go ahead, I'm sorry.

Speaker speaker_0: Yes, so I definitely understand and we can totally help him, however, we do have to speak to him directly and we also have an interpreter service. So you can just advise him to call us, um, and then we can get an interpreter on the line.

Speaker speaker_1: All right. Let me... Then I'll have him call you guys. All right?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Thank you so much.

Speaker speaker_0: You're welcome. Have a good day.

Speaker speaker_1: You too.