

## Transcript: VICTORIA

**Taylor-6261967215869952-6710072553979904**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Yes, my name is Roman Regista. Uh, I was working, um, before for this, but I don't get any payment for this. So I received a text message for the call and is it possible I can be able to receive my paycheck? Okay, ma'am, this is for medical insurance. You'll need to reach out to your employer directly regarding a paycheck. Oh, this is the insurance is calling. Oh, okay. I think it's the office. No, ma'am. Or do you? This is Benefits on a Card. We administer medical insurance for multiple staffing agencies. But again, you will need to reach out to your employer directly regarding the paycheck. Okay. But you called, you sending the text message? I, I'm not sure specifically what was sent to you, but if it was, it would be for the medical insurance. Okay. So- Are you interested in medical insurance? Yes. Okay. What's the name of the agency you work for? Yes. And what is the last four of your Social? Give me number last four Social Security. Hmm? Give me number last four Social Security. Social Security? Yeah, the date of birth. Okay, number of social security. 59, 50. Okay. What is your first and last name? Roman Regista. Do you mind verifying your address and date of birth? Address is, this is date is, uh, March 26th. Date of birth. 1975. Oh, wrong number. I'm sorry. 1975. Okay. What is your mailing address? Email address. Hmm? What is the email address? Jeff made it. You can't get it? Jeff. Jeff made it? Mayday. How come you type Gmail? Mayday 54. Mm-hmm. @gmail.com. Okay, is this not Roman? No, this is the wife. Okay, I would need to speak to him directly. He's here, he's listening to you. Okay, but I would need to speak with him. Okay. He's right here. He's listening what you say. Mr. Roman, can you verify your address? Let's go by address for here. Address. Yeah. Let's just go by address here. Hello, ma'am? Yes, I need to- Hello. ... speak with him directly. He needs to verify his address for me. He's listening to you. I understand that he's listening to me, but I need to verbally speak with him. Okay. Hello? Hi, Roman. Can you verify your address for me? 782... 727. Hello? Okay, 727... Main Street. Mr. Roman, are you there? 728 Main Street. Okay. Is that in Hinesville, Georgia, 31313? Yeah. How can I help you today? No, we... Yes, it... 313. Okay, zip code 31313? Yes. Okay. So, I see that you're already enrolled into medical insurance. It looks like you're enrolled into a few different plans; the dental, term life, MEC tel RX, and the behavioral health for you and your family. Okay, that's it. I'm back now. I'm back. Don't worry about it now. That's it. You don't think they're gonna make it call the agent? Yes. Yeah, I'm leaving. Yes. Hello? Okay, so which, what do you need help with, sir? I, I'm trying to tell you that you're already enrolled into coverage. Okay, thank you. Okay, thank you. Do you need help with anything else? No. Hm? Ask her where's our address. Ask her where's our address. We're going out? Mm-hmm. She says no. Yes. Hello, ma'am? Yes, how can I help you? Mm-mm. No. Eh, I am Lee House. What are you doing? He doesn't even live there. He wants to know

where's our address. We told him. We don't live there. He wants to know where's our address. He doesn't know the address. We don't live there. He doesn't know. He's just messing with you. Oh, my goodness. I'm not understanding, sir. Hello? He just wants to know where's our address. He doesn't know the address. And that's what he wants. Oh, yes. He said he wants to speak with you right now. Yes, I... Hey, hey. It's just my mother. He started listening to us. He's still listening. Hello, ma'am? Yeah. You're sending me, uh, the text message. You talking about for the, uh, insurance, uh. You asked for the information and, uh, you say you want it aired. That's what he said. Why are you talking about for aid? Are you wanna help him? Well, he's the member, correct? His, his name is Roman, correct? Yes. Okay, so with this being his information, I have to speak to him directly. Yeah, he spoke to you right now. I understand. He already spoke to you, but he doesn't speak English. So, what do you guys need his number? He doesn't speak English. Okay, I understand that, ma'am. But unfortunately, that is our rules and regulations. We have to speak with the members directly. Okay. So, what is it that you need help with? He's going to the doctor. Okay. He's telling him he wanted, uh, the coverage from the insurance. That's what he needs, the coverage. Okay. So, if you can translate to him to give me verbal p- permission to speak with you, I can speak with you from there. Okay, but you need his phone to talk to you. Okay, ma'am, I have to have him verbally give me your, his permission to speak with you. Okay. Just, if you could just translate that to him, and just have him say yes when I ask- We will, no problem. ... then we can go from there. Ask her where's my address. Hm? You want to do ask where's my address? Yes, please. Please. Go ahead. Roman, do you give me permission to speak with her on your behalf? He has to say yes. Okay, but I ha- he has to say it to me directly, ma'am. Oh, that's it now. He said no, he was just teasing me. Yes. Hey. Yes, ma'am. Hi, is this Roman? Yes. Do you give me verbal permission to speak with her on your behalf? Yeah. Yes. Okay. Ma'am? Yes. Okay, so I was trying to explain to him, he is enrolled into benefits. He's enrolled into dental, term life, and the MEC tel RX, which is the medical plan, as well as behavioral health. Okay. So, he's already enrolled. Oh, okay. Thank you. You're welcome. I- is there anything else that you guys might need help with? That's, uh... This is it. That's it? Yes, ma'am. Okay. Thank you. Do you know... You're welcome. Do you know if he received his ID cards? Oh, ask him where's the ID card too. ID? Yes. Here. Ask where, ask around, tell him we don't got mail. Oh. Not yet. We didn't receive it. Don't ask me about it. Not yet. Okay. Ma'am. I will download the ID cards and send it to his email. Okay. Was there anything e- Is that even possible these days? Yeah, that's it. Okay, you have a wonderful day. Excuse me, ma'am, before you go in. Okay. You say you're sending that to his email, so is that even possible you can receive it because you were, uh, you sending that to house? Um, he should have received the ID cards already by mail, but I can put in another request to have them mailed. Okay. Because we don't receive it yet. Okay, I can put in another request to have those mailed to him. Okay. Thank you, ma'am. I appreciate it. You're welcome. All right. All right, bye-bye. Bye-bye. Can we see your house?

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits on a Card, this is Victoria. How can I help you?

Speaker speaker\_2: Yes, my name is Roman Regista. Uh, I was working, um, before for this, but I don't get any payment for this. So I received a text message for the call and is it possible I can be able to receive my paycheck?

Speaker speaker\_1: Okay, ma'am, this is for medical insurance. You'll need to reach out to your employer directly regarding a paycheck.

Speaker speaker\_2: Oh, this is the insurance is calling. Oh, okay. I think it's the office.

Speaker speaker\_1: No, ma'am.

Speaker speaker\_2: Or do you?

Speaker speaker\_1: This is Benefits on a Card. We administer medical insurance for multiple staffing agencies. But again, you will need to reach out to your employer directly regarding the paycheck.

Speaker speaker\_2: Okay. But you called, you sending the text message?

Speaker speaker\_1: I, I'm not sure specifically what was sent to you, but if it was, it would be for the medical insurance.

Speaker speaker\_2: Okay. So-

Speaker speaker\_1: Are you interested in medical insurance?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. What's the name of the agency you work for?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And what is the last four of your Social?

Speaker speaker\_2: Give me number last four Social Security.

Speaker speaker\_3: Hmm?

Speaker speaker\_2: Give me number last four Social Security.

Speaker speaker\_3: Social Security?

Speaker speaker\_2: Yeah, the date of birth.

Speaker speaker\_3: Okay, number of social security.

Speaker speaker\_2: 59, 50.

Speaker speaker\_1: Okay. What is your first and last name?

Speaker speaker\_2: Roman Regista.

Speaker speaker\_1: Do you mind verifying your address and date of birth?

Speaker speaker\_2: Address is, this is date is, uh, March 26th.

Speaker speaker\_3: Date of birth.

Speaker speaker\_2: 1975.

Speaker speaker\_3: Oh, wrong number. I'm sorry. 1975.

Speaker speaker\_1: Okay. What is your mailing address?

Speaker speaker\_2: Email address.

Speaker speaker\_3: Hmm?

Speaker speaker\_2: What is the email address?

Speaker speaker\_3: Jeff made it.

Speaker speaker\_4: You can't get it?

Speaker speaker\_2: Jeff.

Speaker speaker\_4: Jeff made it?

Speaker speaker\_2: Mayday.

Speaker speaker\_4: How come you type Gmail?

Speaker speaker\_2: Mayday 54.

Speaker speaker\_4: Mm-hmm.

Speaker speaker\_2: @gmail.com.

Speaker speaker\_1: Okay, is this not Roman?

Speaker speaker\_2: No, this is the wife.

Speaker speaker\_1: Okay, I would need to speak to him directly.

Speaker speaker\_2: He's here, he's listening to you.

Speaker speaker\_1: Okay, but I would need to speak with him.

Speaker speaker\_2: Okay. He's right here. He's listening what you say.

Speaker speaker\_1: Mr. Roman, can you verify your address?

Speaker speaker\_2: Let's go by address for here. Address. Yeah. Let's just go by address here. Hello, ma'am?

Speaker speaker\_1: Yes, I need to-

Speaker speaker\_2: Hello.

Speaker speaker\_1: ... speak with him directly. He needs to verify his address for me.

Speaker speaker\_2: He's listening to you.

Speaker speaker\_1: I understand that he's listening to me, but I need to verbally speak with him.

Speaker speaker\_2: Okay.

Speaker speaker\_3: Hello?

Speaker speaker\_1: Hi, Roman. Can you verify your address for me?

Speaker speaker\_2: 782...

Speaker speaker\_3: 727. Hello?

Speaker speaker\_1: Okay, 727...

Speaker speaker\_2: Main Street.

Speaker speaker\_1: Mr. Roman, are you there?

Speaker speaker\_2: 728 Main Street.

Speaker speaker\_1: Okay. Is that in Hinesville, Georgia, 31313?

Speaker speaker\_5: Yeah. How can I help you today?

Speaker speaker\_6: No, we... Yes, it... 313.

Speaker speaker\_1: Okay, zip code 31313?

Speaker speaker\_6: Yes.

Speaker speaker\_1: Okay. So, I see that you're already enrolled into medical insurance. It looks like you're enrolled into a few different plans; the dental, term life, MEC tel RX, and the behavioral health for you and your family.

Speaker speaker\_5: Okay, that's it. I'm back now. I'm back. Don't worry about it now. That's it. You don't think they're gonna make it call the agent?

Speaker speaker\_6: Yes.

Speaker speaker\_5: Yeah, I'm leaving.

Speaker speaker\_6: Yes. Hello?

Speaker speaker\_1: Okay, so which, what do you need help with, sir? I, I'm trying to tell you that you're already enrolled into coverage.

Speaker speaker\_5: Okay, thank you.

Speaker speaker\_6: Okay, thank you.

Speaker speaker\_1: Do you need help with anything else?

Speaker speaker\_5: No.

Speaker speaker\_6: Hm?

Speaker speaker\_5: Ask her where's our address. Ask her where's our address.

Speaker speaker\_6: We're going out?

Speaker speaker\_7: Mm-hmm.

Speaker speaker\_5: She says no.

Speaker speaker\_7: Yes.

Speaker speaker\_6: Hello, ma'am?

Speaker speaker\_1: Yes, how can I help you?

Speaker speaker\_6: Mm-mm. No. Eh, I am Lee House.

Speaker speaker\_5: What are you doing?

Speaker speaker\_7: He doesn't even live there.

Speaker speaker\_5: He wants to know where's our address. We told him.

Speaker speaker\_7: We don't live there.

Speaker speaker\_5: He wants to know where's our address. He doesn't know the address.

Speaker speaker\_7: We don't live there.

Speaker speaker\_5: He doesn't know.

Speaker speaker\_7: He's just messing with you.

Speaker speaker\_5: Oh, my goodness.

Speaker speaker\_1: I'm not understanding, sir.

Speaker speaker\_6: Hello?

Speaker speaker\_5: He just wants to know where's our address. He doesn't know the address. And that's what he wants.

Speaker speaker\_6: Oh, yes.

Speaker speaker\_5: He said he wants to speak with you right now.

Speaker speaker\_6: Yes, I... Hey, hey. It's just my mother. He started listening to us. He's still listening.

Speaker speaker\_2: Hello, ma'am?

Speaker speaker\_1: Yeah.

Speaker speaker\_2: You're sending me, uh, the text message. You talking about for the, uh, insurance, uh. You asked for the information and, uh, you say you want it aired. That's what he said. Why are you talking about for aid? Are you wanna help him?

Speaker speaker\_1: Well, he's the member, correct? His, his name is Roman, correct?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay, so with this being his information, I have to speak to him directly.

Speaker speaker\_2: Yeah, he spoke to you right now.

Speaker speaker\_1: I understand.

Speaker speaker\_2: He already spoke to you, but he doesn't speak English.

Speaker speaker\_1: So, what do you guys need his number?

Speaker speaker\_2: He doesn't speak English.

Speaker speaker\_1: Okay, I understand that, ma'am. But unfortunately, that is our rules and regulations. We have to speak with the members directly.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So, what is it that you need help with?

Speaker speaker\_2: He's going to the doctor.

Speaker speaker\_1: Okay.

Speaker speaker\_2: He's telling him he wanted, uh, the coverage from the insurance. That's what he needs, the coverage.

Speaker speaker\_1: Okay. So, if you can translate to him to give me verbal p- permission to speak with you, I can speak with you from there.

Speaker speaker\_2: Okay, but you need his phone to talk to you.

Speaker speaker\_1: Okay, ma'am, I have to have him verbally give me your, his permission to speak with you.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Just, if you could just translate that to him, and just have him say yes when I ask-

Speaker speaker\_2: We will, no problem.

Speaker speaker\_1: ... then we can go from there.

Speaker speaker\_2: Ask her where's my address.

Speaker speaker\_6: Hm?

Speaker speaker\_2: You want to do ask where's my address?

Speaker speaker\_6: Yes, please. Please.

Speaker speaker\_2: Go ahead.

Speaker speaker\_1: Roman, do you give me permission to speak with her on your behalf?

Speaker speaker\_2: He has to say yes.

Speaker speaker\_1: Okay, but I ha- he has to say it to me directly, ma'am.

Speaker speaker\_5: Oh, that's it now. He said no, he was just teasing me. Yes.

Speaker speaker\_6: Hey.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Hi, is this Roman?

Speaker speaker\_6: Yes.

Speaker speaker\_1: Do you give me verbal permission to speak with her on your behalf?

Speaker speaker\_6: Yeah. Yes.

Speaker speaker\_1: Okay. Ma'am?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay, so I was trying to explain to him, he is enrolled into benefits. He's enrolled into dental, term life, and the MEC tel RX, which is the medical plan, as well as behavioral health.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So, he's already enrolled.

Speaker speaker\_2: Oh, okay. Thank you.

Speaker speaker\_1: You're welcome. I- is there anything else that you guys might need help with?

Speaker speaker\_2: That's, uh... This is it.

Speaker speaker\_1: That's it?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Thank you.

Speaker speaker\_1: Do you know... You're welcome. Do you know if he received his ID cards?



Speaker speaker\_2: Oh, ask him where's the ID card too.

Speaker speaker\_6: ID? Yes. Here.

Speaker speaker\_2: Ask where, ask around, tell him we don't got mail.

Speaker speaker\_6: Oh.

Speaker speaker\_2: Not yet.

Speaker speaker\_6: We didn't receive it. Don't ask me about it.

Speaker speaker\_2: Not yet.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Ma'am.

Speaker speaker\_1: I will download the ID cards and send it to his email.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Was there anything e-

Speaker speaker\_2: Is that even possible these days? Yeah, that's it.

Speaker speaker\_1: Okay, you have a wonderful day.

Speaker speaker\_2: Excuse me, ma'am, before you go in.

Speaker speaker\_1: Okay.

Speaker speaker\_2: You say you're sending that to his email, so is that even possible you can receive it because you were, uh, you sending that to house?

Speaker speaker\_1: Um, he should have received the ID cards already by mail, but I can put in another request to have them mailed.

Speaker speaker\_2: Okay. Because we don't receive it yet.

Speaker speaker\_1: Okay, I can put in another request to have those mailed to him.

Speaker speaker\_2: Okay. Thank you, ma'am. I appreciate it.

Speaker speaker\_1: You're welcome.

Speaker speaker\_2: All right.

Speaker speaker\_1: All right, bye-bye.

Speaker speaker\_2: Bye-bye.

Speaker speaker\_6: Can we see your house?