

Transcript: VICTORIA

Taylor-6295216679501824-4510108683288576

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello? Hey, is this Lowie there? Ah, okay. Yes. Hi. Uh- I can't- ... this is Victoria- ... hear you. ... with Benefits in a Card. Uh- Hello. ... we administer medical insurance for Crown Services. Ah, okay. There is a problem. I'm sorry? Yeah, I can't hear what it is because no one here speaks any English. Oh, you don't speak English? Right now. Do you speak Spanish by chance? What are you doing? I'm sorry? Sorry, wait. Do you speak Spanish? Spanish. I'm sorry, I'm having a hard time- Which language? ... hearing you. Fine. Hi. Uh, do you speak Spanish? What are you doing? What are you doing? Answer. Answer. I, I'm sorry. Okay? I'm not understanding. Okay. Hi, do you want to massage, um, the, the, the, want a massage? The coin? I'm sorry? The message, uh, before... Leave that on you. No. Wait. Why don't you leave with the book? I'm sorry, I'm having a hard time understanding. Do you speak Spanish? What are you doing? What are you doing? Hey? Is that, do you, do you speak Spanish, sir? Okay. Okay give me just- Hello? ... one second. Okay.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hello?

Speaker speaker_2: Hey, is this Lowie there?

Speaker speaker_1: Ah, okay. Yes.

Speaker speaker_2: Hi. Uh-

Speaker speaker_1: I can't-

Speaker speaker_2: ... this is Victoria-

Speaker speaker_1: ... hear you.

Speaker speaker_2: ... with Benefits in a Card. Uh-

Speaker speaker_1: Hello.

Speaker speaker_2: ... we administer medical insurance for Crown Services.

Speaker speaker_1: Ah, okay. There is a problem.

Speaker speaker_2: I'm sorry?

Speaker speaker_1: Yeah, I can't hear what it is because no one here speaks any English.

Speaker speaker_2: Oh, you don't speak English?

Speaker speaker_1: Right now.

Speaker speaker_2: Do you speak Spanish by chance?

Speaker speaker_1: What are you doing?

Speaker speaker_2: I'm sorry?

Speaker speaker_1: Sorry, wait.

Speaker speaker_2: Do you speak Spanish?

Speaker speaker_1: Spanish.

Speaker speaker_2: I'm sorry, I'm having a hard time-

Speaker speaker_1: Which language?

Speaker speaker_2: ... hearing you.

Speaker speaker_1: Fine.

Speaker speaker_2: Hi. Uh, do you speak Spanish?

Speaker speaker_1: What are you doing? What are you doing? Answer. Answer.

Speaker speaker_2: I, I'm sorry.

Speaker speaker_1: Okay?

Speaker speaker_2: I'm not understanding.

Speaker speaker_1: Okay. Hi, do you want to massage, um, the, the, the, want a massage? The coin?

Speaker speaker_2: I'm sorry?

Speaker speaker_1: The message, uh, before... Leave that on you. No. Wait. Why don't you leave with the book?

Speaker speaker_2: I'm sorry, I'm having a hard time understanding. Do you speak Spanish?

Speaker speaker_1: What are you doing? What are you doing? Hey?

Speaker speaker_2: Is that, do you, do you speak Spanish, sir?

Speaker speaker_1: Okay.

Speaker speaker_2: Okay give me just-

Speaker speaker_1: Hello?

Speaker speaker_2: ... one second.

Speaker speaker_1: Okay.