

Transcript: VICTORIA

Taylor-6592912743907328-6744201826058240

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Uh, I'm calling from Cert Staffing. I'm the workforce production control manager here. Uh, one of my employees uses the BIC, and they told me that they lost their insurance card, so I'm calling to see if we can get a replacement. Okay. Um, are they not available to call us? No. They only speak, um, Creole and so they had to use one of their translators to let me have that. Okay. Um... Yeah, 'cause we do have to speak to them directly, and we do have an interpreter service. Um... So if you want to have them call us back- Yeah. ... we can get a Creole, um, interpreter on the line and assist from there. Oh, all right. Sounds perfect. Yeah, I, I didn't know there was a Creole, um, option here, so I'll definitely give them the number. That way they can get it over with. Yeah. We just got a, um, a new product that helps, you know, translate calls, so we have a, a few different languages. But, um, yeah, as long as their coverage is active we can send them even like a digital copy, uh, to their email. Okay. Uh- And is there they'll, they'll have to provide for you, or... I'm sorry? Is there anything that they'll need to provide for you? Um, so we just... Whenever they call in, we just ask for the name of their employer, um, the last four of their Social. They'll just need to verify their name, date of birth, and address, phone number and email. But we should have all that information on file for them. They just need to verify it. All right. Sounds good. Well, I appreciate your time. I'll definitely relay the message to her. That way she can give herself a call. Alrighty. Mm. You have a wonderful day. You too. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Uh, I'm calling from Cert Staffing. I'm the workforce production control manager here. Uh, one of my employees uses the BIC, and they told me that they lost their insurance card, so I'm calling to see if we can get a replacement.

Speaker speaker_0: Okay. Um, are they not available to call us?

Speaker speaker_1: No. They only speak, um, Creole and so they had to use one of their translators to let me have that.

Speaker speaker_0: Okay. Um... Yeah, 'cause we do have to speak to them directly, and we do have an interpreter service. Um... So if you want to have them call us back-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... we can get a Creole, um, interpreter on the line and assist from there.

Speaker speaker_1: Oh, all right. Sounds perfect. Yeah, I, I didn't know there was a Creole, um, option here, so I'll definitely give them the number. That way they can get it over with.

Speaker speaker_0: Yeah. We just got a, um, a new product that helps, you know, translate calls, so we have a, a few different languages. But, um, yeah, as long as their coverage is active we can send them even like a digital copy, uh, to their email.

Speaker speaker_1: Okay.

Speaker speaker_0: Uh-

Speaker speaker_1: And is there they'll, they'll have to provide for you, or...

Speaker speaker_0: I'm sorry?

Speaker speaker_1: Is there anything that they'll need to provide for you?

Speaker speaker_0: Um, so we just... Whenever they call in, we just ask for the name of their employer, um, the last four of their Social. They'll just need to verify their name, date of birth, and address, phone number and email. But we should have all that information on file for them. They just need to verify it.

Speaker speaker_1: All right. Sounds good. Well, I appreciate your time. I'll definitely relay the message to her. That way she can give herself a call.

Speaker speaker_0: Alrighty.

Speaker speaker_1: Mm.

Speaker speaker_0: You have a wonderful day.

Speaker speaker_1: You too. Bye.