

Baez-4572781989249024-6597497553862656

Full Transcript

[illegible]

Ohio, Columbus. ¿Cómo? Columbus. Seis. Habla español. Okay, m'a appeler Dils pour qu'il me rassure comme aken. Ou ete bulguès numéro 650 avenue Ohio Columbus c'est ça? Yes. The address is number 650 avenue Ohio Columbus. And what is his date of birth? Et c'est qui la fête? Eh, 1er février 1978. Ok, 1er février 1978. Ok, February 1st 1978. We have the best phone number to reach you as a 61 mmm. Okay no problem. I thank you you want me to complete the phone number? Yes, I want you to complete the phone number for me thank you. Okay of course is six one four nine three three one zero nine four. Yes. Ca fait que bon numero que nous qu'a ressemble contacte a travail. C'est un numero bonne. Six sept quatorze trois point neuf dix calin quatorze. Yes it's my phone number. And I have your email down as dilsinsony gmail dot com? Yes. Okay yes? Oui and gmail email ma. Yes that's my email sir. Sir, you do not have any coverage with surge since January 19th 2025. Ok monsieur, ou pagen okun couverture pour ou pagen okun couverture depuis 19 janvier 2025. Pardon? Ou pagen couverture de l'operation depuis 19 janvier 2025. No te preocupes. I don't understand. So after January 19th 2025 we did not receive payment for coverage so the system canceled it. You don't have any active benefits. Ok sale dila depuis après 19 janvier 2025 nous parlez sur voir aucun paiement pour couverture la donc systeme la lui meme li annule ou pagen aucun avantage qui est actif. El sistema de vago que advantage? I don't have any advantage in the system? No sir since January 19 you don't have any coverage. Ok depuis janvier 19 janvier ou pagen aucun couverture. January 10th when he still had coverage. Que le deja saber? No me deja saber que todavia tu cuando fuistes al hospital todavia tenias cobertura se te acabo la cobertura el 19 pero es del 18. Sí, es la misma view. Es la primera para la entrada para el access. Muy bien, segun lo vital. Un año en la misma perra se acaba en la perra sola y mire muy quite ses le cuelga de sam más playa avec copa isa y pi obam un segurida para eso sin beso en el vital my first. Por 18 javier muy tal muy portal cogen me portal cogen segurida sa la miel me gain ni pasajera mal del portal avec pasajero para el estiro esti medicamento. Hello this is Andy Velasquez may I please access your file for a repetition? Yes sir? Monsieur o ca repeti una vez para mi s'il te plait. El doctor era de Tous les compagnies me porte con segurida pas me hace todo bom buen document sin beso en el hospital y de cuche constado. Ok when I was working with sage I didn't have the segurada but they gave me authorization to go to the hospital. The plan that you had with surge was preventive only hospital visits or emergency room were not covered under it I can still send you the car if you want. Ok ok esta parte salio medio para existir yo para yo para cubrir libra cubrir tu ve mas a voy un cacto si vous Vez. Un dia el director era de Copa USA, acudió a su taller y bo muy fácil. Exactamente y el 18. De diciembre contra muy caro de vital. Porque? Porque lo cubrió porque el primer fa muy bien. Se comprime se vende la actitud simple y bay reason. Y pitu un poco como una palabra. OK, when I was with the company I current work with now, ACC Children, they give me a paper. They have give me a paper. Uh, January 18 I went to the hospital, but I don't know why I owe all this money. Porque con ellos se terminó el 16... Because the plan that you had was preventative only. Hospital visits and emergency room are not covered under it. Porque par ce plan que vous gagnez la, ils sont, sont un plan préventif. Visites a l'hospital yos y an selo pa kovri. Mwen ka konprann. Aki w ze. Mwen ka konprann men, men mwen menm ba konn kòman sa a rize paske map travay a Serge li banm papyè. Yo pote gola saks yon men. Kaze olè saks yon men. Ou lan bezwen l opital. Ni ka l opital on sèl fwa. On sèl fwa. Lè m zadi il me dit "Léa, bot kò travay avè kompanyi sa a poun y ap?" Anlè diyèsizyit janviye. Yo, mon frè bay la, lanté jan vi e ze amik.

Epi sou ta travay ankò, lavò pou w ta pran kò. Okay, when I... Ou pran kò. When I, when I was working with Serge, they give me a, a paper but they took fifteen dollars every sema-- every week from me. It's just to... Every week? Every week, you may say every week from me. And I am able to go to the hospital but I went to the hospital only once. But I didn't have a, I didn't have a job yet. The sixteen dollars that were being deducted were for the medical preventative plan that does not cover hospital visits. I can send you the benefit card for that old plan so that visit won't be covered under the plan. E sèl dola sa a yo mem ki imem li te desine li te depanse se kour doktè yo. Te desine sa a rèv doktè yo e po fè kovètyon menenikal devan yo. Li pa kovri frè l opital yo. Vizit, m ka vwe yon kart avou. Epi wafye etans, m ka vwe yon kart avou. La benyen kousan. Ou pran bon doktè. Bon doktè e ze amik. Mal abliye m al l opital on sèl fwa. On sèl fwa, m te bezwen on medikaman. E koute yon sèl dola. Ap rale sa, pa gen ankò. Jis ka metan poko jans yon l opital. Mwen malad, wòspis, wòspis w ap kède koman m ap pale e pa konsa m pale se, se ka gran mwen. Li pa bon. Te la vè mwen malad, y vè bat ka vin kaway. N tal l opital nan poli, menm poli menm nan, y to tywò malad. Edok m achte medikaman baw mwen a yon vre dola. Mwen pa alé l opital ankò. É pa konsa m pale se. Okay. E, mèt radis la di a vous? Sil vou plè. Okay, I went to the hospital... Eh, eh, hello? This is anybody speaking? Yes, sir. Okay. Can you hear me? Okay. I went to the, to the hospital once after, after paying the, the fifteen fees. But this is the way, the way I, I speak it's not my real voice. I have this problem in my throat. This is not the way... It's not my real voice. I have a illness-nis. And I understand that sir. However, I'm letting you know currently you're not active and the plan that you had back in January is preventative only. It does not cover treatment of any illness. Ok, mwen konprann sa w dia. Monsye, mwen konprann. Epi mafò mafò kone kwe atyelman la plan ke w gen la atyelman la li pa aktif. E ki plan, plan sa a li mem li te li te retoune an janviye men asurans lan se sèlman e pe, e prèventif lan. Sèlman sa a k re w kovri, men yo pa kovri twitman an ouben yon maladi kelkonk. E vam sa se? Se di k ou? Mm? Se li k ou? Pèrò l medido no kovriya yon se pako. Pwopri yon on? Yon on se vann sè te termine. Mm. Yon on se vann sè termine. Ese a sou w en 17. Si. So todavia se ni yans kobretura porque kobretura no se akabo 17 ede vann. Sik spesyalman pr eto se te digo. Yo te ablandu kon Nino, pèrò no, no, no w kiere ekhina. M egi diwòt alany a, no, no, no respektiyà yon se pako. Atosip para kayadan l osintidolan ke t staba nitaw dlo? El medigo para el doktor. Para el doktor, pere yon on, on yon l opital.

Conversation Format

Speaker speaker_0: Gracias por llamar a BNF. Mi nombre es Francesca, ¿cómo le puedo asistir?

Speaker speaker_1: Ah, disculpe. De pura casualidad, no hay alguien que hable creole.

Speaker speaker_0: Eh, sí, yo puedo buscar un interpretador. Eh, para que-- para que sepan, llamando desde--

Speaker speaker_1: Sí, es que no soy yo, es mi empleado. Pero necesito alguien que hable creole.

Speaker speaker_0: Sí, mi amor. Quiero ver-- asegurarme que estás llamando al lugar correcto antes de buscar a un interpretador. ¿Me puedes decir por qué razón es que está llamando?

Speaker speaker_1: Él necesita su group number y su número de seguridad. No tiene la tarjeta y le están pidiendo el grupo y el member number ID.

Speaker speaker_0: Ok. Me necesitará información de la póliza.

Speaker speaker_1: Sí.

Speaker speaker_0: Deme un momento en lo que busco al interpretador de creole. OK, los voy a poner en breve. Espérenme que me comunico con el interpretador, ¿OK?

Speaker speaker_1: Ok, gracias.

Speaker speaker_0: No hay de qué. Un momento, por favor. Disculpa, se me olvidó preguntar el creole french o creole haitian.

Speaker speaker_1: Haitian.

Speaker speaker_0: Haitian. Ok, gracias, corazón. Un momento.

Speaker speaker_2: Hello. I have the creole interpreter on the line.

Speaker speaker_1: All right, thank you.

Speaker speaker_3: ¿Aló? ¿Bonsoir? ¿Aló? Okey, les voy a escribir como interpretar a inglés aquí. Van a interpretar todo esto aquí. ¿Está bien? Para que sepan que hay que usar frases cortas. ¿Me entienden bien?

Speaker speaker_4: Sí, muy bien te entiendo.

Speaker speaker_3: Ok, te voy a decir cómo interpretar al inglés para hablar corto y luego utilizar frases cortas. Para evitar errores, te voy a hacer todo lo mismo que hiciste con mi hermana. Un momento, por favor. Ok, you may now begin.

Speaker speaker_0: ¿A las cuánto si usle?

Speaker speaker_3: Un minuto.

Speaker speaker_4: Eh, un número necesito... ¿Cuál es el número que necesita para... número de grupo?

Speaker speaker_1: Ajá, el grupo y el number ID.

Speaker speaker_4: Eeeh... un número, un número de seguridad.

Speaker speaker_3: ¿Un número de qué más?

Speaker speaker_4: Eh, un número para llamar al hospital y decir que necesito seguridad.

Speaker speaker_3: Seguridad. Hello, this is the... Hello, this is anybody speaking? May I please ask your customer for clarification? Because it seems your customer is using a foreign

language, like seguridad.

Speaker speaker_0: Um, yes. It looks like he is at his employment office and there is a representative from that employment office speaking Spanish with him. To my understanding, it was that he needed some policy information and for the purpose of the line being recorded, that was why I asked, um, how can we assist him once I got you on the call.

Speaker speaker_3: Ok, no problem. Let me ask him for clarification.

Speaker speaker_0: Ok.

Speaker speaker_3: ¿Aló, señor? Señor, ¿hola?

Speaker speaker_4: En inglés.

Speaker speaker_3: ¿Aló? ¿Señor?

Speaker speaker_1: Hello.

Speaker speaker_0: Yes, ma'am. We can't have you on the line with the interpreter. We can only speak with the member, ma'am.

Speaker speaker_1: Espérame.

Speaker speaker_5: ¿Aló? Sí, señor. Policía. ¿Señor? La identificación policial. Es la número de identificación del grupo para el hospital Joven de la Unión. Policía.

Speaker speaker_6: Okay.

Speaker speaker_5: Hablando español

Speaker speaker 7: ¿En qué compañía trabaja?

Speaker speaker_5: Hablando español

Speaker speaker_6: Sí.

Speaker speaker 5: Hablando español

Speaker speaker 7: Hablando español

Speaker speaker_6: Hablado en españolSí.

Speaker speaker_7: Hablado en español

Speaker speaker 5: Hablado en español

Speaker speaker 6: Voy a trabajar con alguien. Su nombre es José.

Speaker speaker 5: Voy a trabajar... Voy a trabajar con alguien. Su nombre es José.

Speaker speaker_8: Lo siento.

Speaker speaker_6: Sí. Me dicen que sí. Me dicen que sí. Me dicen que sí. Me dicen que sí.
Me dicen que sí. Me dicen que sí. Me dicen que sí. Me dicen que sí. Me dicen que sí. Me

dicen que sí. Me dicen que sí. Me dicen que sí. Me dicen que sí. Me dicen que sí. Me dicen que sí. Me dicen que sí. Sí. Sí. Sí, sí, sí, sí, sí. Sí, sí, sí, sí, sí. 60, avión, Ohio, Columbus.

Speaker speaker_9: ¿Cómo?

Speaker speaker_6: Columbus. Seis. Habla español.

Speaker speaker_3: Okay, m'a appeler Dils pour qu'il me rassure comme aken. Ou ete bulguès numéro 650 avenue Ohio Columbus c'est ça?

Speaker speaker_4: Yes.

Speaker speaker_3: The address is number 650 avenue Ohio Columbus.

Speaker speaker_0: And what is his date of birth?

Speaker speaker_3: Et c'est qui la fête?

Speaker speaker_4: Eh, 1er février 1978.

Speaker speaker_3: Ok, 1er février 1978. Ok, February 1st 1978.

Speaker speaker_0: We have the best phone number to reach you as a 61 mmm.

Speaker speaker_3: Okay no problem.

Speaker speaker_0: I thank you you want me to complete the phone number?

Speaker speaker_3: Yes, I want you to complete the phone number for me thank you.

Speaker speaker_0: Okay of course is six one four nine three three one zero nine four.

Speaker speaker_4: Yes.

Speaker speaker_3: Ca fait que bon numero que nous qu'a ressemble contacte a travail.

Speaker speaker_4: C'est un numero bonne.

Speaker speaker_3: Six sept quatorze trois point neuf dix calin quatorze. Yes it's my phone number.

Speaker speaker_0: And I have your email down as dilsinsony gmail dot com?

Speaker speaker_4: Yes.

Speaker speaker_3: Okay yes?

Speaker speaker_4: Oui and gmail email ma.

Speaker speaker_3: Yes that's my email sir.

Speaker speaker_0: Sir, you do not have any coverage with surge since January 19th 2025.

Speaker speaker_3: Ok monsieur, ou pagen okun couverture pour ou pagen okun couverture depuis 19 janvier 2025.

Speaker speaker_4: Pardon?

Speaker speaker_3: Ou pagen couverture de l'operation depuis 19 janvier 2025.

Speaker speaker_4: No te preocupes.

Speaker speaker_3: I don't understand.

Speaker speaker_0: So after January 19th 2025 we did not receive payment for coverage so the system canceled it. You don't have any active benefits.

Speaker speaker_3: Ok sale dila depuis après 19 janvier 2025 nous parlez sur voir aucun paiement pour couverture la donc systeme la lui meme li annule ou pagen aucun avantage qui est actif.

Speaker speaker_4: El sistema de vago que advantage?

Speaker speaker_3: I don't have any advantage in the system?

Speaker speaker_0: No sir since January 19 you don't have any coverage.

Speaker speaker_3: Ok depuis janvier 19 janvier ou pagen aucun couverture.

Speaker speaker_0: January 10th when he still had coverage.

Speaker speaker_4: Que le deja saber?

Speaker speaker_0: No me deja saber que todavia tu cuando fuistes al hospital todavia tenias cobertura se te acabo la cobertura el 19 pero es del 18.

Speaker speaker_4: Sí, es la misma view. Es la primera para la entrada para el access. Muy bien, segun lo vital. Un año en la misma perra se acaba en la perra sola y mire muy quite ses le cuelga de sam más playa avec copa isa y pi obam un segurida para eso sin beso en el vital my first. Por 18 javier muy tal muy portal cogen me portal cogen segurida sa la miel me gain ni pasajera mal del portal avec pasajero para el estiro esti medicamento.

Speaker speaker_3: Hello this is Andy Velasquez may I please access your file for a repetition?

Speaker speaker_0: Yes sir?

Speaker speaker_3: Monsieur o ca repeti una vez para mi s'il te plait.

Speaker speaker_4: El doctor era de Tous les compagnies me porte con segurida pas me hace todo bom buen document sin beso en el hospital y de cuche constado.

Speaker speaker_3: Ok when I was working with sage I didn't have the segurada but they gave me authorization to go to the hospital.

Speaker speaker_0: The plan that you had with surge was preventive only hospital visits or emergency room were not covered under it I can still send you the car if you want.

Speaker speaker_3: Ok ok esta parte salio medio para existir yo para yo para cubrir libra cubrir tu ve mas a voy un cacto si vous Vez.

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Speaker speaker_10: Porque con ellos se terminó el 16...

Speaker speaker_0: Because the plan that you had was preventative only. Hospital visits and emergency room are not covered under it.

Speaker speaker_3: Porque par ce plan que vous gagnez la, ils sont, sont un plan préventif. Visites a l'hospital yos y an selo pa kovri.

Speaker speaker_4: Mwen ka konprann.

Speaker speaker_3: Aki w ze.

Speaker speaker_4: Mwen ka konprann men, men mwen menm ba konn kòman sa a rize paske map travay a Serge li banm papyè. Yo pote gola saks yon men. Kaze olè saks yon men. Ou lan bezwen l opital. Ni ka l opital on sèl fwa. On sèl fwa. Lè m zadi il me dit "Léa, bot kò travay avè kompanyi sa a poun y ap?" Anlè diyèsizyit janviye. Yo, mon frè bay la, lanté jan vi e ze amik. Epi sou ta travay ankò, lavò pou w ta pran kò.

Speaker speaker_3: Okay, when I...

Speaker speaker_4: Ou pran kò.

Speaker speaker_3: When I, when I was working with Serge, they give me a, a paper but they took fifteen dollars every sema-- every week from me. It's just to...

Speaker speaker_4: Every week?

Speaker speaker_3: Every week, you may say every week from me. And I am able to go to the hospital but I went to the hospital only once. But I didn't have a, I didn't have a job yet.

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Speaker speaker_4: Ou pran bon doktè. Bon doktè e ze amik. Mal abliye m al l opital on sèl fwa. On sèl fwa, m te bezwen on medikaman. E koute yon sèl dola. Ap rale sa, pa gen ankò. Jis ka metan poko jans yon l opital. Mwen malad, wòspis, wòspis w ap kède koman m ap pale

e pa konsa m pale se, se ka gran mwen. Li pa bon. Te la vè mwen malad, y vè bat ka vin kaway. N tal l opital nan poli, menm poli menm nan, y to tywò malad. Edok m achte medikaman baw mwen a yon vre dola. Mwen pa alé l opital ankò. É pa konsa m pale se.

Speaker speaker_3: Okay. E, mèt radis la di a vous?

Speaker speaker_4: Sil vou plè.

Speaker speaker_3: Okay, I went to the hospital... Eh, eh, hello? This is anybody speaking?

Speaker speaker_0: Yes, sir.

Speaker speaker_4: Okay. Can you hear me? Okay. I went to the, to the hospital once after, after paying the, the fifteen fees. But this is the way, the way I, I speak it's not my real voice. I have this problem in my throat. This is not the way... It's not my real voice. I have a illness-nis.

Speaker speaker_0: And I understand that sir. However, I'm letting you know currently you're not active and the plan that you had back in January is preventative only. It does not cover treatment of any illness.

Speaker speaker_3: Ok, mwen konprann sa w dia. Monsye, mwen konprann. Epi mafò mafò kone kwe atyelman la plan ke w gen la atyelman la li pa aktif. E ki plan, plan sa a li mem li te li te retoune an janviye men asurans lan se sèlman e pe, e prèventif lan. Sèlman sa a k re w kovri, men yo pa kovri twitman an ouben yon maladi kelkonk.

Speaker speaker_4: E vam sa se?

Speaker speaker_11: Se di k ou?

Speaker speaker_4: Mm?

Speaker speaker_11: Se li k ou?

Speaker speaker_4: Pèrò l medido no kovriya yon se pako.

Speaker speaker_11: Pwopri yon on? Yon on se vann sè te termine.

Speaker speaker_4: Mm.

Speaker speaker_11: Yon on se vann sè termine. Ese a sou w en 17.

Speaker speaker_4: Si.

Speaker speaker_11: So todavia se ni yans kobretura porque kobretura no se akabo 17 ede vann.

Speaker speaker_4: Sik spesyalman pr eto se te digo. Yo te ablandu kon Nino, pèrò no, no, no w kiere ekhina. M egi diwòt alany a, no, no, no respèkriyà yon se pako.

Speaker speaker_11: Atosip para kayadan l osintidolan ke t staba nitaw dlo?

Speaker speaker_4: El medigo para el doktor. Para el doktor, pere yon on, on yon l opital.