

English	Hmong
Thank you for calling New York Life, my name is Nancy Debars, how can I help you?	Ua tsaug rau koj uas hu rau New York Life, kuv lub npe yog Nancy Debars, Kuv tuaj yeem pab koj li cas?
Hi, yes, this is Rachel with Lis for New York Life, I have a client and her son in law, you may need a translator I don't believe she speaks English. with a broad market policy and they need help changing the beneficiary on her policy, I have the social as well as the policy number here, if you'd like it.	Nyob zoo, yog, ntawv no yog Rachel nrog Lis ntawm New York Life, Kuv muaj ib tus qhuas thiab nws tus tub, koj yuav tsum muaj tus txhais lus Kuv tsis ntseeg tias nws hais lus Askiv. nrog rau txoj kev lag luam ntau yam thiab lawv xav tau kev pab hloov cov neeg uas tau txais txiaj ntsig ntawm nws txoj cai, Kuv muaj kev sib raug zoo nrog rau tus neeg cov lej xov tooj ntawv no, yog tias koj xav tau.
Yes, you can. Please give me the policy number.	Yog, koj tuaj yeem. Thov muab tus lej rau kuv.
Yes, so be as in boy 005 8045.	Yog, yog li ntawv tus lej yog 005 8045.
Okay, Thank you so much.	Ok, ua tsaug ntau.
Absolutely,	Yuav tsum yog li ntawv.
Just going to bring up the policy really quick.	Tsuas yog xav tau cov ntaub ntawv sai li sai tau.
Oh, no worries, Take your time.	Tsi txhob muaj kev txhawj xeeb, Siv koj lub sij hawm.
Okay, And I do have the name as Bee Lor. What is he name on the policy? Do you know?	Ok, Thiab kuv muaj lub npe hu ua Npib Lauj. Nws npe li cas nyob rau hauv? Koj puas paub?
I actually don't know. I'm so sorry about that.	Kuv tsis paub. kuv thov txim qhov ntawv.
Okay, But do you have their name? Who's calling?	Ok, Tab sis koj puas muaj lawv lub npe? Leej twg hu?
I can bounce over and find out if you'd like.	Kuv tuaj yeem thim rov qab dua thiab paub tias koj xav tau.
Oh, no, that's fine. That's okay.	tsis yog, tsuas yog nrhiav. Yog lawm.
I didn't write it down. I'm sorry.	Kuv tsi tuaj yeem sau ciaj hau qab no. kuv thov txim.
No, you're fine.	Tsis yog, koj tsuas yog nrhiav.
Okay.	Ok.
Thank you so much. I'll help them.	Ua tsaug ntau. Kuv yuav pab lawv.
Absolutely.	Yuav tsum yog li ntawv.
Thank you.	Ua tsaug.
Okay.	Ok.
Thank you.	Ua tsaug.
Thank you so much for holding. We have the right representative on the line for you, so she's going to take care of you from here, okay?	Ua tsaug ntau rau koj. Peb muaj tus sawv cev ntawm txoj kab rau koj, yog li nws yuav saib xyuas koj ntawm no, puas yog?
All right, Thank you.	Yog lawm, ua tsaug.
Thank you.	Ua tsaug.
Yes, Hello	Yog, nyob zoo
Hi, my name is Nancy Debars.	Nyob zoo, kuv lub npe yog Nancy Debars.
Hi, Nancy	Nyob zoo Nancy
Hi	Nyob zoo

May I please have your name?	Kuv puas tuaj yeem tau koj lub npe?
My name is Yeer Lor on behalf of my mother in long year her.	Kuv lub npe yog Yias Lauj sawv cev ntawm kuv niam nyob rau ntev xyoo lawm.
Ok, and is she able to come to the phone?	Ok, thiab nws puas tuaj yeem hu xov tooj?
Yeah, she's right here.	Yog, nws nyob ntawm no.
Okay. So I'll just need her to verify her information for me, if she doesn't mind.	Ok. Yog li kuv tsuas yog xav kom nws txheeb xyuas nws cov ntaub ntawv rau kuv, yog tias nws tsi xav li cas.
She does not understand English well.	Nws tsis nkag siab lus Askiv zoo.
Okay. What language does she speak?	Ok. Nws hais lus dab tsi?
Hmong.	Hmoob
I'm sorry, what language does she speak?	Kuv thov txim, nws hais lus dab tsi?
Hmong, H-M-O-N-G	Hmoob, H-M-O-N-G
H-M-O-N-G. Okay. I'm going to see if I can get an interpreter for that language. And then would you mind holding while I do that for you?	H-M-O-N-G. Okay. Kuv mus saib seb kuv puas tuaj yeem tau tus neeg txhais lus rau hom lus ntawv. Thiab tom qab ntawv koj puas xav tuav thaum kuv ua qhov ntawv rau koj?
Yes.	Xav.
Okay, And the reason I'm getting the interpreter, I can't use you as an interpreter because she's the insured on the account. Okay.	Ok, Thiab yog vim li cas kuv thiab li tau txais tus neeg txhais lus, kuv siv tsis tau koj ua tus neeg txhais lus vim nws yog tus tuav pov hwm ntawm tus account. Ok.
Okay.	Ok.
All right, sir, if you don't mind, hold on for one moment. Now, I'll try to get someone on the line.	Yog lawm, koj, yog tias koj tsi xav li cas, tuav ib pliag. Tam sim no, kuv mam li sim kom tau ib tus neeg ntawm qhov kev sib than no.
Yes.	Ua li ntawv.
Okay, And just once again, language H like Harry, M like Mary, O-N-G.	Ok, Thiab ib zaug ntxiv, hom lus yog H zoo li Harry, M zoo li Mary, O-N-G.
Yes.	Yog lawm.
Okay, great. Thank you. Hold on, please.	Okay, zoo heev. Ua tsaug. Thov to ib plias
Okay.	Ua li ntawv.
Will he talk to us?	Nws yuav hais lus rau wb no puas yog.
Yes, I'm not allowed to speak anymore	Aws lawm tsi pub kuv hai lawm
What happened?	Lawm hai li cas
They asked a bout the name change, about removing and renaming for the future.	Lawm nug mus ua Npib npe os, lawm kom muab yawm txiv lub npe hloov los mus rau Npib lub npe. Txhawm rau lwm hnuv.
Welcome to Language Line Solutions. Please speak the name of the desired language. I'm sorry, I didn't hear you say anything. Please speak the name of the desired language.	Zoo siab txais tos rau Language Line Solutions. Thov hais lub npe ntawm hom lus uas xav tau. thov txim, kuv tsis hnov koj hais dab tsi. Thov hais lub npe ntawm hom lus uas xav tau.
Hmong	Hmoob
I understood.	Kuv nkag siab lawm.
Hmong, If this is correct, say yes or press one. If this is incorrect, say no or press two.	Hmoob, yog hais tias yog, los yog nias ib. Yog tias qhov no tsis raug, hais tsis yog los sis nias ob.
Yes.	Yog lawm

Please enter your four digit cell phone ID followed by the pound sign solution.	Thov sau koj plaub tus lej xov tooj ntawm ID ua raws li phaus kos ntawm kev npe daws teeb meem.
Please a rerrection This is Jennifer ID number 351201. And I'll be a monitor for today.	Thov sau ib zaug ntxiv Qhov no yog Jennifer ID tus lej 351201. Thiab kuv mam li yog ib tug saib rau hnub no.
Hello	Nyob zoo.
may I have your four digit ID number?	Kuv puas tuaj yeem paub koj plaub tus lej ID?
Sure, 1643	Tau kawg, 1643
Thank you. Is there patient or customer with you today?	Ua tsaug. Puas muaj tus neeg mob los sis cov qhuas nrog koj hnub no?
I just have to include them, conference them in.	Kuv tsuas yog yuav tsum suav nrog lawv, sib tham lawm xwb.
Okay. so great. You can go ahead and merge them in.	Ok. zoo heev. Koj tuaj yeem mus tom ntej thiab sib koom ua ke hauv no.
Okay. Hello, Ms. Harry?	Ok, nyob zoo Harry?
Yes, ma'am.	Nyob zoo ntawm no yog nws tus tub.
Yes	Yog lwm
Hello	Nyob zoo os
Hi	Nyob zoo
Thank you, My name is Nancy Debars. And how can I assist you on the policy today.	Ua tsaug, Kuv lub npe yog Nancy Debars. Thiab kuv tuaj yeem pab koj li cas ntawm txoj hauj lwm hnub no.
How has this policy helped you?	Qhov policy no nws pab tau nej li cas?
Okay. Yes. They said that putting my grandpa on the case is really hard, so they're going to change and add the daughter instead.	Lawm yuav muab kuv yawv txiv lub npe tsem tawm es sau tus txhai lub npe rau nos os.
So I will need to speak to the person that is in Insured and just verify her information on the policy.	Nws yuav nrog tus neeg ua npe ntawm qhov policy no tham nos os ua ntej peb tham mus txuas ntxiv
Talk to me right.	Hai tham kuv los
That right.	Awv yog os
Yeah, So you wanted to talk to her, right?	Yog li koj xav nrog nws tham, puas yog?
Right, The person that's Insured?	Puas yog, Tus neeg uas raug pov hwm?
Yes, please. And then they can give me the policy number.	Yog lawm, Koj muab koj tus policy tus lej xov tooj rau kuv os,
Okay.	Ok.
My mother does not know. He said the number is B0058045	Kuv niam nws tsi paub os. Nws tias tu lej yog B0058045
Okay. So she doesn't know her policy number, but I could give it that to you, if that's fine. B0058045	Ok. Yog li nws tsis paub nws tus lej policy, tab sis kuv tuaj yeem muab qhov ntawv rau koj, yog tias zoo tus lej yog 0058045
Okey, And then I need your name and date of birth, please.	Nws xav tau koj lub npe thiab hnub nyug os
Her name is Plias Her, And I'm 59 years old.	Aws kuv tsi paub lus Askis ces kuv hail us hmoob xwb kuv lub npe hu ua Nplias Xeem Hmoob Hawj, Kuv muab 59 xyoo lawm
Her birth date is June 15, 1962	Kuv yug hnub tim 15 lub rau hli xyoo 1962
Okay. Thank you. And what is the last four numbers of the Social Security number and mailing address, please.	Ua tsaug ntau os, koj qhov chaw nyob thiab zej zog nrog rau plaub tus lej xov tooj pem kos hus lis cas os.

1744	Kuv plaub tus lej xov tooj yog 1744
Okay. And then the mailing address.	Es koj qhov chaw nyob ne?
W651379 NECEDHA Wisconsin 54646.	W651379 NECEDHA Wisconsin 54646.
I repeat to you whether you say W651379 NECEDHA Wisconsin 54646.	Kuv rov qab hais duas rau koj seb puas yog os koj hai tias W651379 NECEDHA Wisconsin 54646.
That right.	Yog maj.
Sure.	Yog lawm los
Yes	Aws Yog lawm maj.
Thank you	Ua tsaug
All right, so this is the address for her. She don't know how to say it, so I'm going to say for her it's necedha N-E-C-E-D-H-A Wisconsin 54646.	Yog lawm, qhov no yog qhov chaw nyob rau nws. Nws tsis paub yuav hais li cas, yog li kuv yuav hais rau nws nws yog necedha N-E-C-E-D-H-A Wisconsin 54646.
Okey, and She has to speak and answer the questions herself. Okay.	Cias nws hais rau nws tus kheej es peb thiaj kasm nrog nws tham no os.
They need to talk to you	Lawm yuav nrog koj tham
What is they want to talk to me	Seb nws hais lis cas ces kuv mam lis hais rau lawm xwb as
This's her sound, What did you want?	Nov yog nws lub suab, Koj xav tau dab tsi?
I want to know how I can help her today.	Hnub no koj hus tuaj rau nws es koj xav tau kev pab li cas no os.
So I just wanted to change the Beneficiary, take off my husband the dad's name and then put my daughter said,	Kuv xav kom muab kuv tus ntxiv lub npe tsem tawm es muab kuv tus me txhais lub npe los hloov, kuv xav tau kev pab lis ntawv xwb.
okay, one moment. I'll get that.	Lis ntawv ces to ib pliag os
Okay. And what is the name of the first name of the person she wants to add?	Tus neeg uas koj yuav muab hloov nes nws hus lis cas os?
My daughter that I wanted to add is Bee Vang.	Npib Vaj
Okay. Can you just spell the first name for me, please?	Ok. Koj puas tuaj yeem sau lub npe rau kuv?
My daughter her last name is Lor	Koj Pab qhia tias kuv tus me txhais nws lub xeem yog hmoob Lauj no os
Spelling is L-O-R	Nws tias L-O-R xwb puas yog
That right	Yog maj
So the first name please.	Hais nws lub npe rau kuv os
Her name is B-E-E	Nws lub npe hu ua Npib
Just the letter B and then E-E	Nws yog tus B thiab E-E xwb puas yog
And the last name is Lor	Aws tus B tag ces ob tus E xwb maj ces lub xeem ces yog lauj lwb os
Okay. And what is her daughter's what is the date of birth for your daughter?	Koj tus txhais lub hnub yug yog lis cas?
Is August 07, 1988	Hnub tim 7 lub yim hli xyoo 1988
Thank you, And what is the mailing address for her, please?	Nws qhov chaw nyob ne yog lis cas?
My mother not know her address, I will tell you	Niam tai tsi paub nws qhov chaw nyob kuv ma qhia koj
It's ask him if she can give the information because the calls are being recorded.	Xav kom niam tai yog tus muab cov ntaub ntawv vim yog peb qhov kev sib tham no tau muab khaw cias lawm, ces yuav kom niam tai yog tus hai no os.

Write it down in large print so I can figure it out, you want me tell the number	Sau kom loj loj kuv thaij paub maj, me txhais es nej kom kuv hai tus lej rau nej los.
address	Hai qhov chaw nyob os
331-131165L	331-131165L
65 then L is correct	65 ces L puas yog
That right	Aws yog
I do not know these numbers to tell you because I don't vision, on 65th Street	Kuv tsis paub cov lej no qhais rau koj vim kuv g pom kev zoo lawm, nyob txoj kev 65
	Aws ua li ntawv maj to os
3113 That's the correct number and that's all right.	3113 Qhov no yog tus lej raug thiab yog txhua yam puas yog.
And then I'll please need the city, state and zip code,	Hais tias nws nyob lub zos hus li cas thaib lub lav lis cas os
In Minnesota, I do not know, I'm sorry	Nyob nram Minnesota kuv tsi paub thiab os.
Minnesota right.	Nyob Minnesota puas yog.
That's in Minnesota, Brooklyn Center.	Nov yog nyob Minnesota, Brooklyn Center.
Okay, and what is the zip code, please?	Qhov zip code yog lis cas no os?
What did you said	Hais li cas no
Zip code	Qhov zip code os.
I don't know what is the zip code, so I don't know I'm so sorry about that.	Kuv tsi paub os zib code yog dab tsis lawm twb tsi qhia kuv kuv thiaj tsi paub.
She doesn't have that.	Nws tsis muaj qhov ntawv puas yog
Yeah, 554-29	554-29
Okay, thank you. And is there a phone number?	Koj puas muaj koj ib tus lej xov tooj rau koj tus txhais os?
Wait, My son in law write the number bigger so I can say it back to you	To me ntsi to kuv tus vauv sau tus lej kom loj duas no kuv thiaj qhia tau rau nej os.
Okay. Thank you.	Ok. Ua tsaug.
I'm not allowed to tell you anymore	Lawm tsi pub kuv hais lawm kom koj yog tus hai rau lawm
One moment.	Koj muab sau koj loj sog no es kuv mam lis qhia
So the phone number is 6129 659-349-9349.	Tus lej xov tooj yog 6129-659-349-9349
Okay, thank you. And I'll need to read a disclosure to her for changing the beneficiary. So Vang Her has been taken off of the policy and it's only going to be Bee Lor, is that right?	Ces tus Vam Hawj lawm muab tsem tawm lawm ces Tus Npib Lauj nyob hauv no lawm xwb los.
We just wanted to Bee Lor to it, then take out Vang Her.	Aws yog lawm muab tus Vam Hawj tsem tawm ces muab tus Npib Lauj los hloov tus account ntawm
Okay, so Vang Her is coming off and it's just going to be Bee Lor.	Ok, ces Vang Her tawm hos muaj hloov ces yog Bee Lor.
Yes, Bee Lor.	Yog li ntawm ce Npib Lauj lawm xwb maj.
Okay, Vang Her is coming off and it's just going to be Bee Lor.	Aws muab Vam Hawj tsem tawm ces Muab Npib Lauj los hloov lis ntawv xwb os
Okey, That is correct. Right. We're just going to leave Bee Lor on here. okay	Ok, Qhov ntawv yog lawm. Txoj cai. Peb tsuas yog yuav cias Bee Lor tuaj ntawm no. ok
Yeah. She just want to leave Bee Lor on there and take out the other person.	Yog lawm. Nws tsuas tsem tawm Bee Lor mus rau qhov ntawv thiab tshem tawm lwm tus.

Okay. So I have to read this disclosure to her. So it reads this recorded conversation on September 16, 2021 Would you be able to translate that for her? But she has to offer	Nws tias qhov kev sib tham hnuv no tau muab khaw cias rau hnuv tim16 lub ncuaj hli xyoo 2021no os
Okay.	Aws uas li
and then authorizes New York Life Insurance Company,	Es koj tso cai rau nws nyob hauv lub company
Okay, To change the beneficiary on contract B 005-8045 to primary Bee Lor at 100%	Koj tso cai rau tus lub npe hu uas Npib lauj tau qhov nyiaj 100 feem puas no os
Okay. All right.	Aws uas lis os
And then the rest of it reads, she has a question. Okay.	Thiab ces nws puas muaj lus nug dab tsi ntxiv lawm. Ok.
She said yes. That's right.	Nws hais tias tsi muaj lawm
Okay. And the rest of this reads, this change revokes any previous beneficiary designation	Yog tias koj tso rau koj tu txhais ces cov neeg nyob rau hauv no yam tag los ces lawm muab nro taw lawm os
Okay, thank you	Aws ua lis ntawv
And will take place immediately upon approval.	Tom qab lawm hloov tag lawm ces lawm mam lis qhia rau koj paub os
Okay	Aws uas li os
The change is to be effective in accordance with the terms and conditions of the contract.	Qhov lawm muab hloov ces saib seb zoo lis cas ces lawm muab hloov raws li ntawv no os
Yes, it's done quickly, thanks	Aws ua li lo maj, tsuav lawm pab ua tau xwb maj.
And Do you agree to this authorization?	Koj puas tso cai rau lawm ua cov ntaub ntawv no mus?
Yes, I do.	Kuv tso cai os.
Okay. All right. So then the beneficiary has been updated, and then you will get a letter within seven to ten days just for verification.	Ces ua lis ntawv nws muab cov ntaub ntawv no ua mus lawm es xyas mus ra kaum hnuv nws mam xas daim ntawv tuaj rau koj os
Okay.	Aws ua li ntawv
All right. Thank you. And did you have any other questions or anything?	Koj puas muaj lus nug dab tsi ntxiv?
I just wanted to know if the information is going to be sent out to the Mercedes location or what location.	Cov ntaub ntawv uas lawm yuav xa tuaj rau qhov twg os?
to the address that we have on file. That letter of verification, it's going to go to the 17th street.	mus rau qhov chaw nyob uas peb muaj nyob rau hauv cov ntaub ntawv. Tsab ntawv pov thawj ntawd, nws yuav mus rau txoj kev 17
17 Street	Txoj kev 17 os
She wants to send that to her daughter's address, if that's fine.	Lawm puas kam xa tuaj rau tom lub nej nyob tov maj, kuv tsi nco qab lawm
Okay, well, we only send documents to the address on file. She would have to change her address in order for us to do that.	Lawm yuav xav mus tsi tau rau pem koj tus txhais vim koj qhov chaw nyob tsi yog nyob rau pev naj, yog koj yuav kom xam us rau pem ces koj yuav tsum tau hloov chaw nyob ces lawm thiaj kam thiab no naj.
Okay, It's not possible. Then it's okay. Just go ahead and send it to the one you have on file.	Ces xa rau nrham xwb maj, li cas los tau tag.
Okay, No problem. Thank you so much. And was there anything else that I can assist you with?	Ces ua li ntawv ua tsaug ntau ntau rau koj thiaj os puas xav tau kev pab dab tsi ntxiv lawm?

Okay, so no, nothing else. As long as you guys are able to switch it over to my daughter, then that should be offered today.	Tsi mauj lawm, yuav li ntawv xwb, tsuav lawm ho hloov tau lis ntawv ces yuav li ntawv xwb maj.
Okay, then. Thank you so much, Ms. Harry. You have a great day.	Ces li ntawv os ua tsaug raug ntau ntau rau koj thiab os.
Okay? Yes. Thank you for your time as well.	Aws ces ua tsaug rau nej thiab os
No problem. Thank you.	Tsis muaj teeb meem. Ua tsaug.
Okay. Thanks for using our service. And you guys have a great day. Goodbye.	Ok. Ua tsaug rau kev siv peb qhov kev pab cuam. Thiab thov kom koj tsuas muaj hnub zoo. Nyob zoo.
You too. Thank you.	Koj los tib yam thiab. Ua tsaug.