

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? That's my name. Hey, I'm trying to enroll, and I was calling to see if, in regards to your short-term disability, if pregnancy is considered a short-term disability. So that would be something that you would have to ask the actual carrier. I wouldn't have that information- Okay. ... to let you know if it's considered something that they cover, like pregnancy. Um, but I can give you information regarding the other benefits, and I do have two contact numbers that you can reach out prior to enrolling with that question, and they'll be happy to answer it. But I wouldn't be the- Okay. ... um, answer to that particular- It's American Public Life Insurance Company, is the provider. Correct. The carrier, yes, ma'am. The carrier, okay. Mm-hmm. I guess I'll just put your telephone numbers then. Okay. Um, I have two to provide to you. The first one, it's 601. 01. 936. 936. 3290. 3290. And then the second one is 601. 601. 936. 936. 3287. And then the r- All right, thank you so much for helping me. Mm-hmm. Um, did you still want some information regarding the other plans? 'Cause I can still give you some information regarding the other ones. I think I'm going to just deny all that stuff, but thank you so much. Okay. Well, you're welcome. Have a nice day. You as well.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: That's my name. Hey, I'm trying to enroll, and I was calling to see if, in regards to your short-term disability, if pregnancy is considered a short-term disability.

Speaker speaker_0: So that would be something that you would have to ask the actual carrier. I wouldn't have that information-

Speaker speaker_1: Okay.

Speaker speaker_0: ... to let you know if it's considered something that they cover, like pregnancy. Um, but I can give you information regarding the other benefits, and I do have two contact numbers that you can reach out prior to enrolling with that question, and they'll be happy to answer it. But I wouldn't be the-

Speaker speaker_1: Okay.

Speaker speaker_0: ... um, answer to that particular-

Speaker speaker_1: It's American Public Life Insurance Company, is the provider.

Speaker speaker_0: Correct. The carrier, yes, ma'am.

Speaker speaker_1: The carrier, okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: I guess I'll just put your telephone numbers then.

Speaker speaker_0: Okay. Um, I have two to provide to you. The first one, it's 601.

Speaker speaker_1: 01.

Speaker speaker_0: 936.

Speaker speaker_1: 936.

Speaker speaker_0: 3290.

Speaker speaker_1: 3290.

Speaker speaker_0: And then the second one is 601.

Speaker speaker_1: 601.

Speaker speaker_0: 936.

Speaker speaker_1: 936.

Speaker speaker_0: 3287. And then the r-

Speaker speaker_1: All right, thank you so much for helping me.

Speaker speaker_0: Mm-hmm. Um, did you still want some information regarding the other plans? 'Cause I can still give you some information regarding the other ones.

Speaker speaker_1: I think I'm going to just deny all that stuff, but thank you so much.

Speaker speaker_0: Okay. Well, you're welcome. Have a nice day.

Speaker speaker_1: You as well.