

## **Transcript: Franchesca**

**Baez-4793954034827264-5469721840369664**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Good morning. Thank you for calling Benefits, America. Hello? Yes, ma'am, how can I help you? Um, yes. My name is Vonda Williams and I'm employed with, um- I can't hear you, sorry. My name is Vonda Williams and I'm employed with ATC Healthcare. Ca- can you hear me? Of Thomaston, Georgia. It sounds a little bit far, but yes, ma'am, I can hear you. What is the purpose of this call? Um, I was calling to check on my short-term disability. Is this where I call to- Sound of it. Did you put in a claim where that you want to see whether or not a claim has been made? I want... No, I want to put in one, but I'm not sure how to do it. I've been out of work since like the 18th of, uh, November and I'm not quite sure how to file it. And, and I do have short-term disability. Yeah. I'll have to see if you're currently active. What are the last four of your Social? 3759. Please verify your mailing address and date of birth. Um, 666 Hawkins Lane, um, October the 4th, 1964. Your TSIBs number is 712-5974. Correct. And we have your email down as ckwilliams229@gmail.com? Uh-huh. So unfortunately, young woman, I wouldn't be able to confirm whether or not you're active. Your status is a dis- um, sorry, deduction is constancy. It means that at some point while either processing the payment or intending to process the payment something went wrong. I will suggest speaking with the carrier. Either way, in order to submit the claim, you'll have to speak with the carrier. They'll be the ones to be able to let you know specifically like what the process is or as far as information requirements as well as what conditions would be covered under that short-term disability. Mm-hmm. You'll have to speak to the carrier which is going to be American Public Life. They also go by the acronym APL. Okay. Um- Would you like me to give you their phone number before I get you transferred? Um, yes. Okay, let me know whenever you're ready, Ms. Williams. And the, the name is APL? Mm-hmm. APL which stands for American Public Life. Okay. Go ahead with the number. It is 800- Mm-hmm. ... 256- Mm-hmm. ... 8606. Okay, thank you. Of course. Would you like me to go ahead and get you transferred over now or would you rather call later on- Yes, ma'am. ... on your own time? You can get me transferred. Yes, ma'am. All right, bear with me one moment. If you run into any other issues, feel free to give us a callback. We can try to assist you any further if we can, okay? Mm-hmm. Have a wonderful rest of your day and thank you for your time. I'll go ahead and get you transferred over now. Okay.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Good morning. Thank you for calling Benefits, America.

Speaker speaker\_2: Hello?

Speaker speaker\_1: Yes, ma'am, how can I help you?

Speaker speaker\_2: Um, yes. My name is Vonda Williams and I'm employed with, um-

Speaker speaker\_1: I can't hear you, sorry.

Speaker speaker\_2: My name is Vonda Williams and I'm employed with ATC Healthcare. Can you hear me? Of Thomaston, Georgia.

Speaker speaker\_1: It sounds a little bit far, but yes, ma'am, I can hear you. What is the purpose of this call?

Speaker speaker\_2: Um, I was calling to check on my short-term disability. Is this where I call to-

Speaker speaker\_1: Sound of it. Did you put in a claim where that you want to see whether or not a claim has been made?

Speaker speaker\_2: I want... No, I want to put in one, but I'm not sure how to do it. I've been out of work since like the 18th of, uh, November and I'm not quite sure how to file it. And, and I do have short-term disability.

Speaker speaker\_1: Yeah. I'll have to see if you're currently active. What are the last four of your Social?

Speaker speaker\_2: 3759.

Speaker speaker\_1: Please verify your mailing address and date of birth.

Speaker speaker\_2: Um, 666 Hawkins Lane, um, October the 4th, 1964.

Speaker speaker\_1: Your TSIBs number is 712-5974.

Speaker speaker\_2: Correct.

Speaker speaker\_1: And we have your email down as ckwilliams229@gmail.com?

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: So unfortunately, young woman, I wouldn't be able to confirm whether or not you're active. Your status is a dis- um, sorry, deduction is constancy. It means that at some point while either processing the payment or intending to process the payment something went wrong. I will suggest speaking with the carrier. Either way, in order to submit the claim, you'll have to speak with the carrier. They'll be the ones to be able to let you know specifically like what the process is or as far as information requirements as well as what conditions would be covered under that short-term disability.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: You'll have to speak to the carrier which is going to be American Public Life. They also go by the acronym APL.

Speaker speaker\_2: Okay. Um-

Speaker speaker\_1: Would you like me to give you their phone number before I get you transferred?

Speaker speaker\_2: Um, yes.

Speaker speaker\_1: Okay, let me know whenever you're ready, Ms. Williams.

Speaker speaker\_2: And the, the name is APL?

Speaker speaker\_1: Mm-hmm. APL which stands for American Public Life.

Speaker speaker\_2: Okay. Go ahead with the number.

Speaker speaker\_1: It is 800-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... 256-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... 8606.

Speaker speaker\_2: Okay, thank you.

Speaker speaker\_1: Of course. Would you like me to go ahead and get you transferred over now or would you rather call later on-

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: ... on your own time?

Speaker speaker\_2: You can get me transferred. Yes, ma'am.

Speaker speaker\_1: All right, bear with me one moment. If you run into any other issues, feel free to give us a callback. We can try to assist you any further if we can, okay?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Have a wonderful rest of your day and thank you for your time. I'll go ahead and get you transferred over now.

Speaker speaker\_2: Okay.