

## **Transcript: Franchesca**

**Baez-4974933459779584-6094768872800256**

### **Full Transcript**

Thank you for calling Benefits on Call. My name is Francesca. How can I assist you today? Yeah. I wanna find out about my disability insurance I pay for. Okay. In the sense that you want to know how you will go about processing a claim by any chance? Um, yeah. I pulled a muscle in my right hip on the 6th and I've been to the doctor like three times. And they're scheduling an M- MRI. Um, I don't... Does that disability cover me? The time I'm off? So unfortunately, unfortunately, I wouldn't be able to answer that question. That will be with the carrier. That was why I was asking. Let me get you over to your carrier, which is American Public Life, with that short-term disability plan. Okay? Uh, they know about it? They own the plan, sir. We don't own it so they're the only ones that will be able to help you with your specific question at this moment. Oh. Okay. Yes, sir. Did you want their number before I get you transferred over? But if you're gonna transfer me over, do I need their number? If you want to write it down in the event that you get disconnected. It's completely up to you. Oh. No, that's all right. Just transfer me over. Understood. Bear with me one moment. All right.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on Call. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Yeah. I wanna find out about my disability insurance I pay for.

Speaker speaker\_0: Okay. In the sense that you want to know how you will go about processing a claim by any chance?

Speaker speaker\_1: Um, yeah. I pulled a muscle in my right hip on the 6th and I've been to the doctor like three times. And they're scheduling an M- MRI. Um, I don't... Does that disability cover me? The time I'm off?

Speaker speaker\_0: So unfortunately, unfortunately, I wouldn't be able to answer that question. That will be with the carrier. That was why I was asking. Let me get you over to your carrier, which is American Public Life, with that short-term disability plan. Okay?

Speaker speaker\_1: Uh, they know about it?

Speaker speaker\_0: They own the plan, sir. We don't own it so they're the only ones that will be able to help you with your specific question at this moment.

Speaker speaker\_1: Oh. Okay.

Speaker speaker\_0: Yes, sir. Did you want their number before I get you transferred over?

Speaker speaker\_1: But if you're gonna transfer me over, do I need their number?

Speaker speaker\_0: If you want to write it down in the event that you get disconnected. It's completely up to you.

Speaker speaker\_1: Oh. No, that's all right. Just transfer me over.

Speaker speaker\_0: Understood. Bear with me one moment.

Speaker speaker\_1: All right.