

## **Transcript: Francesca**

**Baez-5228480190791680-4880758619291648**

### **Full Transcript**

Thank you for calling Benefits Now program. My name is Francesca. How can I assist you today? Hi, Francesca. Um, I was trying to file a claim. I tried to do it online but it wouldn't... It kept giving me the option to print something out and I'm not able to print out, um, the form to mail it in. Okay. What were you trying to do? I'm sorry, ma'am. I was trying to file a claim for short-term disability. Um, um, I'm not able to work at the moment. I've been out of work. Okay. So you have to speak with a carrier directly, which is American Public Life. Bear with me one moment so I can get you over to them, okay? Okay. And you did say you're trying to set up the claim for the short-term disability, not enrolled into it, right? Uh, yeah, I already been enrolled. I need to start a claim. Understood. Just double-checking, making sure I'm getting you to the right place. One moment, please. Thank you.

### **Conversation Format**

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

Speaker speaker\_1: Hi, Francesca. Um, I was trying to file a claim. I tried to do it online but it wouldn't... It kept giving me the option to print something out and I'm not able to print out, um, the form to mail it in.

Speaker speaker\_0: Okay. What were you trying to do? I'm sorry, ma'am.

Speaker speaker\_1: I was trying to file a claim for short-term disability. Um, um, I'm not able to work at the moment. I've been out of work.

Speaker speaker\_0: Okay. So you have to speak with a carrier directly, which is American Public Life. Bear with me one moment so I can get you over to them, okay?

Speaker speaker\_1: Okay.

Speaker speaker\_0: And you did say you're trying to set up the claim for the short-term disability, not enrolled into it, right?

Speaker speaker\_1: Uh, yeah, I already been enrolled. I need to start a claim.

Speaker speaker\_0: Understood. Just double-checking, making sure I'm getting you to the right place. One moment, please.

Speaker speaker\_1: Thank you.