

Transcript: Francesca

Baez-5954968941543424-5968562378817536

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling my name is Francesca. How can I assist you today? Hi, Francesca. This is Miss Street. I was calling just trying to find out what is the process for the order to receive your benefit for the short-term disability? When you say short-term- I'm sorry to re- ... do you need me to s- Excuse me? No, I was just trying to see what the process were, uh, know because, I, I just want to refresh my mind from when I had got it, um, when I got it at the time and I just forgot the process what you have to go through so that's why I was just trying to refresh my memory on, uh, how it doesn't work. The process to submit the claim, ma'am, or the process to enroll into it? I already enrolled... I am already enrolled in y'all, uh, short-term disability 'cause I checked my checks and I see y'all been taking the money out for it. And I can give you my information if you need it. I don't need it, ma'am. I just need clarification on whether or not you need to know the process to submit a claim. Is that of your question in regards to the short-term disability? Yes, yes. Uh-huh. Yeah, that's what I'm, I'm trying to find out. Yes, that too. All right. So you'll have to speak with a carrier which is American Public Life. If you, if you can bear with me one moment, I can get you transferred over to them. All right, I'll go ahead and get you transferred over. Okay.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling my name is Francesca. How can I assist you today?

Speaker speaker_2: Hi, Francesca. This is Miss Street. I was calling just trying to find out what is the process for the order to receive your benefit for the short-term disability?

Speaker speaker_1: When you say short-term-

Speaker speaker_2: I'm sorry to re-

Speaker speaker_1: ... do you need me to s- Excuse me?

Speaker speaker_2: No, I was just trying to see what the process were, uh, know because, I, I just want to refresh my mind from when I had got it, um, when I got it at the time and I just forgot the process what you have to go through so that's why I was just trying to refresh my memory on, uh, how it doesn't work.

Speaker speaker_1: The process to submit the claim, ma'am, or the process to enroll into it?

Speaker speaker_2: I already enrolled... I am already enrolled in y'all, uh, short-term disability 'cause I checked my checks and I see y'all been taking the money out for it. And I can give you my information if you need it.

Speaker speaker_1: I don't need it, ma'am. I just need clarification on whether or not you need to know the process to submit a claim. Is that of your question in regards to the short-term disability?

Speaker speaker_2: Yes, yes. Uh-huh. Yeah, that's what I'm, I'm trying to find out. Yes, that too.

Speaker speaker_1: All right. So you'll have to speak with a carrier which is American Public Life. If you, if you can bear with me one moment, I can get you transferred over to them. All right, I'll go ahead and get you transferred over.

Speaker speaker_2: Okay.