

Transcript: Francesca

Baez-5974290550276096-6042347729633280

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Not Crime. My name is Francesca. How may I assist you today? Um, I'm, I'm calling to reach out. Um, I was in an accident. Um, my leg, uh, got broke. I'm trying to get the forms filled out for the short-term disability for MAU. Okay. Bear with me one moment. I have to get you transferred over to the carrier, which is American Public Life, for the short-term disability plan. They'll be the ones that can go over the process as well as the requirements for you to process that, okay? Okay. Do you want me to give you their phone number before I get you transferred? No. Understood. If you have any questions or concerns or get disconnected, give us a call back and we can re-transfer you, okay? Okay. Thank you. No problem. Have a great day and hope you feel better. Yeah.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits Not Crime. My name is Francesca. How may I assist you today?

Speaker speaker_2: Um, I'm, I'm calling to reach out. Um, I was in an accident. Um, my leg, uh, got broke. I'm trying to get the forms filled out for the short-term disability for MAU.

Speaker speaker_1: Okay. Bear with me one moment. I have to get you transferred over to the carrier, which is American Public Life, for the short-term disability plan. They'll be the ones that can go over the process as well as the requirements for you to process that, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Do you want me to give you their phone number before I get you transferred?

Speaker speaker_2: No.

Speaker speaker_1: Understood. If you have any questions or concerns or get disconnected, give us a call back and we can re-transfer you, okay?

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: No problem. Have a great day and hope you feel better.

Speaker speaker_2: Yeah.