

## Transcript: Malcolm

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### Full Transcript

Thanks for calling Medical Assisted Care. This is Malcolm. How can I help you? Hi, Malcolm. My name is Michelle Jones. I have a short-term disability insurance with you guys, and I had, just had a quick question. Um, I got hurt at work, so I'm on a workman's comp since this last week. Uh, can I still use you guys too? So we're not... We're not a... We're not a carrier, we're just a plan administrator. The person that supplies your short-term disability is American Public Life. That would be a question you want to call and ask them, because they're the ones, they, they're the actual carrier for your coverage. Oh, okay. Can I have that number? Yes, ma'am. Whenever you're ready. I'm ready. It's 1-800-256-8606. Thank you. And you want to hit option four to speak with a representative. Okay perfect. And you will. Thank you. Thank you. Bye-bye. You have a great weekend. Thank you. Thank you.

### Conversation Format

Speaker speaker\_0: Thanks for calling Medical Assisted Care. This is Malcolm. How can I help you?

Speaker speaker\_1: Hi, Malcolm. My name is Michelle Jones. I have a short-term disability insurance with you guys, and I had, just had a quick question. Um, I got hurt at work, so I'm on a workman's comp since this last week. Uh, can I still use you guys too?

Speaker speaker\_0: So we're not... We're not a... We're not a carrier, we're just a plan administrator. The person that supplies your short-term disability is American Public Life. That would be a question you want to call and ask them, because they're the ones, they, they're the actual carrier for your coverage.

Speaker speaker\_1: Oh, okay. Can I have that number?

Speaker speaker\_0: Yes, ma'am. Whenever you're ready.

Speaker speaker\_1: I'm ready.

Speaker speaker\_0: It's 1-800-256-8606.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: And you want to hit option four to speak with a representative.

Speaker speaker\_1: Okay perfect.

Speaker speaker\_0: And you will.

Speaker speaker\_1: Thank you. Thank you. Bye-bye.

Speaker speaker\_0: You have a great weekend. Thank you.

Speaker speaker\_1: Thank you.