

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card, this is Malcolm, how can I help you? Uh, yeah, I'm at the, um... My name is, uh, Rayshon Summers, I'm insured through y'all and I'm at the, uh, dental office right now, and they wanna, they want, they wanna know who it is that, uh... Who, who, who's providing the care? It'd be American Public Life. American Public Life? Yes, sir. American Public Life. What'd you say? Public Life. Is it a phone number for providers can call? Is it, is it a phone number for pro- providers can call? Yep. Yes, sir. Yes, sir, I can give you the phone number whenever you're ready. Whenever you're ready? Mm-hmm. Okay, we ready. And his number is 1-800. 1-800. 256. 2-5-6. 8606. 8-6-0-6. You want to hit option four to speak with a representative. Oh. Oh, what, what were you saying? Is it a PPL policy? Is it a PPL policy? No, PPO. PPO? Mm-hmm. No, no sir. Is it a PPO poli- No, sir. So she said it's not. Well, tell him it's not, yeah. She wants to know what type of policy it is. It's a Limited Benefits Plan. A Limited Benefits Plan. Okay. Let me send it to... Where's my- With that phone number you wanna hit option to speak with a representative if you call them. That's what he said. All right, then. He said if you call the number, you wanna speak with a representative? Yeah. Hit option four. Option four, you said. I just need to clear this. Okay. I'm gonna send it to them and see what they say, okay? Okay. I, I appreciate it. Do you, do you still need 'em? No. I appreciate it, thank you. No problem, sir. You have a great day. You, too. Take care.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in a Card, this is Malcolm, how can I help you?

Speaker speaker_2: Uh, yeah, I'm at the, um... My name is, uh, Rayshon Summers, I'm insured through y'all and I'm at the, uh, dental office right now, and they wanna, they want, they wanna know who it is that, uh... Who, who, who's providing the care?

Speaker speaker_1: It'd be American Public Life.

Speaker speaker_2: American Public Life?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: American Public Life.

Speaker speaker_3: What'd you say?

Speaker speaker_2: Public Life.

Speaker speaker_3: Is it a phone number for providers can call?

Speaker speaker_2: Is it, is it a phone number for pro- providers can call?

Speaker speaker_1: Yep. Yes, sir. Yes, sir, I can give you the phone number whenever you're ready.

Speaker speaker_2: Whenever you're ready?

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: Okay, we ready.

Speaker speaker_1: And his number is 1-800.

Speaker speaker_2: 1-800.

Speaker speaker_1: 256.

Speaker speaker_2: 2-5-6.

Speaker speaker_1: 8606.

Speaker speaker_2: 8-6-0-6.

Speaker speaker_1: You want to hit option four to speak with a representative.

Speaker speaker_2: Oh. Oh, what, what were you saying?

Speaker speaker_3: Is it a PPL policy?

Speaker speaker_2: Is it a PPL policy?

Speaker speaker_3: No, PPO.

Speaker speaker_2: PPO?

Speaker speaker_3: Mm-hmm.

Speaker speaker_1: No, no sir.

Speaker speaker_2: Is it a PPO poli-

Speaker speaker_1: No, sir.

Speaker speaker_2: So she said it's not.

Speaker speaker_3: Well, tell him it's not, yeah.

Speaker speaker_2: She wants to know what type of policy it is.

Speaker speaker_1: It's a Limited Benefits Plan.

Speaker speaker_2: A Limited Benefits Plan.

Speaker speaker_3: Okay. Let me send it to... Where's my-

Speaker speaker_1: With that phone number you wanna hit option to speak with a representative if you call them.

Speaker speaker_3: That's what he said. All right, then.

Speaker speaker_2: He said if you call the number, you wanna speak with a representative?

Speaker speaker_3: Yeah.

Speaker speaker_1: Hit option four.

Speaker speaker_2: Option four, you said.

Speaker speaker_3: I just need to clear this. Okay. I'm gonna send it to them and see what they say, okay?

Speaker speaker_2: Okay. I, I appreciate it. Do you, do you still need 'em?

Speaker speaker_3: No.

Speaker speaker_2: I appreciate it, thank you.

Speaker speaker_1: No problem, sir. You have a great day.

Speaker speaker_2: You, too.

Speaker speaker_1: Take care.