

Transcript: Malcolm

Nash-5582267051589632-4761838170849280

Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Oh, hey, my name is Leo. I'm calling from 90 Degree Benefits office and I'm looking for the claim status. So you want to reach out to the carrier directly? We don't do anything with claims here. What's the ID card say? Does it say American Public Life or 90 Degree Benefits? Okay. And what's your name, my dear? Does it say American Public Life or 90 Degree Benefits? Uh, your name, your initial. M- Malcolm. O- okay. Can you please spell? M as in Mike, A as in Apple, L as in Lima, C as in Charlie, O as in Oscar, L as in Lima, M as in Mike. Okay. Yes, sir. Do you have an ID card for the member so I can direct you in the right direction? Uh, can you please transfer this call to them? Say that again, sir. Uh, so can you please, uh, transfer this call to the- So I need to know which carrier- This call. I need to know which carrier it is, sir. If it's American Public Life or 90 Degree Benefits. What do their ID cards say? Oh, I have a... Uh, wait a moment please. Okay. I have a IMA Insurance 4166. Okay. That's 90 Degree Benefits. I can give you their phone number whenever you're ready. Uh, yes. What's the phone number? It's 1-800-833-4296. And you want to hit option one to speak with a representative. Okay. Thank you for giving this informations and have a nice day. So do you still want me to transfer you- You have been removed from the call. Goodbye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker_1: Oh, hey, my name is Leo. I'm calling from 90 Degree Benefits office and I'm looking for the claim status.

Speaker speaker_0: So you want to reach out to the carrier directly? We don't do anything with claims here. What's the ID card say? Does it say American Public Life or 90 Degree Benefits?

Speaker speaker_1: Okay. And what's your name, my dear?

Speaker speaker_0: Does it say American Public Life or 90 Degree Benefits?

Speaker speaker_1: Uh, your name, your initial.

Speaker speaker_0: M- Malcolm.

Speaker speaker_1: O- okay. Can you please spell?

Speaker speaker_0: M as in Mike, A as in Apple, L as in Lima, C as in Charlie, O as in Oscar, L as in Lima, M as in Mike.

Speaker speaker_1: Okay.

Speaker speaker_0: Yes, sir. Do you have an ID card for the member so I can direct you in the right direction?

Speaker speaker_1: Uh, can you please transfer this call to them?

Speaker speaker_0: Say that again, sir.

Speaker speaker_1: Uh, so can you please, uh, transfer this call to the-

Speaker speaker_0: So I need to know which carrier-

Speaker speaker_1: This call.

Speaker speaker_0: I need to know which carrier it is, sir. If it's American Public Life or 90 Degree Benefits. What do their ID cards say?

Speaker speaker_1: Oh, I have a... Uh, wait a moment please. Okay. I have a IMA Insurance 4166.

Speaker speaker_0: Okay. That's 90 Degree Benefits. I can give you their phone number whenever you're ready.

Speaker speaker_1: Uh, yes. What's the phone number?

Speaker speaker_0: It's 1-800-833-4296. And you want to hit option one to speak with a representative.

Speaker speaker_1: Okay. Thank you for giving this informations and have a nice day.

Speaker speaker_0: So do you still want me to transfer you-

Speaker speaker_2: You have been removed from the call. Goodbye.