

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm, how can I help you? Malcolm, hi. My name is Deborah and I have a, um... I have your services through my temporary services, and I recently had a stroke. And I am filling out my short-term disability paperwork. But on all the paperwork that they email me, there's not a fax number or an email address to send the papers to. Right, so you want to reach out to American Public Life. They're your actual carrier for the short-term disability. Okay. We're Benefits in a Card. We're just a plan administrator, so we just get you enrolled or unenrolled from the coverage. I can give you that phone number whenever you're ready. Um, I believe I have it. Is it 800-256-8606? Yes, ma'am. You want to hit option four to speak with a representative. Okay. All right, that's what I needed. Thank you so much. No problem. You have a great day. You too, Malcolm. Thank you. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: Malcolm, hi. My name is Deborah and I have a, um... I have your services through my temporary services, and I recently had a stroke. And I am filling out my short-term disability paperwork. But on all the paperwork that they email me, there's not a fax number or an email address to send the papers to.

Speaker speaker_0: Right, so you want to reach out to American Public Life. They're your actual carrier for the short-term disability.

Speaker speaker_1: Okay.

Speaker speaker_0: We're Benefits in a Card. We're just a plan administrator, so we just get you enrolled or unenrolled from the coverage. I can give you that phone number whenever you're ready.

Speaker speaker_1: Um, I believe I have it. Is it 800-256-8606?

Speaker speaker_0: Yes, ma'am. You want to hit option four to speak with a representative.

Speaker speaker_1: Okay. All right, that's what I needed. Thank you so much.

Speaker speaker_0: No problem. You have a great day.

Speaker speaker_1: You too, Malcolm. Thank you.

Speaker speaker_0: Thank you. Bye.