

## **Transcript: Malcolm**

**Nash-6244508760850432-5369629341696000**

### **Full Transcript**

Thanks for calling Benefits in the Card, this is Malcolm. How can I help you? Yeah, hi. This is Ham and my last name initially is V, V as in Victor and I'm calling from ... office to check on a claims status. You want to reach out to the carrier directly? We don't do anything with claims here, sir. Oh, okay. Could you please transfer me to the claims department? What does the ID card say that they gave you? Does it say American Public Life or does it say 90 degree benefits? Uh, American Life. That's what's stated. Okay. So when I transfer you, you want to hit option four to speak with a representative. Okay. Thank you. No problem. Well, was there anything else I can help you with today? Uh, no. Thank you.

### **Conversation Format**

Speaker speaker\_0: Thanks for calling Benefits in the Card, this is Malcolm. How can I help you?

Speaker speaker\_1: Yeah, hi. This is Ham and my last name initially is V, V as in Victor and I'm calling from ... office to check on a claims status.

Speaker speaker\_0: You want to reach out to the carrier directly? We don't do anything with claims here, sir.

Speaker speaker\_1: Oh, okay. Could you please transfer me to the claims department?

Speaker speaker\_0: What does the ID card say that they gave you? Does it say American Public Life or does it say 90 degree benefits?

Speaker speaker\_1: Uh, American Life. That's what's stated.

Speaker speaker\_0: Okay. So when I transfer you, you want to hit option four to speak with a representative.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: No problem. Well, was there anything else I can help you with today?

Speaker speaker\_1: Uh, no. Thank you.