

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Uh, yes, sir. Um, I've c- I've called twice, uh, to try to get a accident form mailed to me, and I haven't received one yet. You said a accident form? Yes. What do you mean by that? I hope I called the right people. So this is Benefits in a Card. We're a plan administrator for health insurance for staffing companies. Oh, okay. I'm supposed to be calling Benefits... Yeah, Benefits a Card, that's what it says on there. Um... You say you need a accident card? No, a a- accident form. Mm. Is there another name for it? Uh, no. I'm trying to look at... See. That's the phone number I got on here. 1-800-497-4856. APL Claims. Okay. So yeah, you wanna reach out to APL then. APL is the carrier. Oh, okay. Okay, I've got that number here too. Okay. Sorry. No, you're fine. So do you have the 8-... 1-800-256-8606 number? Uh, 1-800-256-8606. Yep. And you wanna hit option four to speak with a representative. Okay, thank you. No problem, sir. You have a great rest of your week. You too. Bye-bye.

Conversation Format

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

Speaker speaker_1: Uh, yes, sir. Um, I've c- I've called twice, uh, to try to get a accident form mailed to me, and I haven't received one yet.

Speaker speaker_0: You said a accident form?

Speaker speaker_1: Yes.

Speaker speaker_0: What do you mean by that?

Speaker speaker_1: I hope I called the right people.

Speaker speaker_0: So this is Benefits in a Card. We're a plan administrator for health insurance for staffing companies.

Speaker speaker_1: Oh, okay. I'm supposed to be calling Benefits... Yeah, Benefits a Card, that's what it says on there. Um...

Speaker speaker_0: You say you need a accident card?

Speaker speaker_1: No, a a- accident form.

Speaker speaker_0: Mm. Is there another name for it?

Speaker speaker_1: Uh, no. I'm trying to look at... See. That's the phone number I got on here. 1-800-497-4856. APL Claims.

Speaker speaker_0: Okay. So yeah, you wanna reach out to APL then. APL is the carrier.

Speaker speaker_1: Oh, okay. Okay, I've got that number here too. Okay. Sorry.

Speaker speaker_0: No, you're fine. So do you have the 8-... 1-800-256-8606 number?

Speaker speaker_1: Uh, 1-800-256-8606.

Speaker speaker_0: Yep. And you wanna hit option four to speak with a representative.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: No problem, sir. You have a great rest of your week.

Speaker speaker_1: You too. Bye-bye.