

## **Transcript: Malcolm**

**Nash-6291000416190464-4959263866142720**

### **Full Transcript**

Thanks for calling Benefits CenterCard. This is ..., how may I help you? Hey, I'm calling for claim status. So won't do anything with claims here. You wanna reach out to the carrier directly. What does the ID card say? Uh. Mm-hmm. Let me see. What do you mean what does it say? Does it say American Public Life or 90 Degree Benefits as far as the name that's on the card- The American- ... number? Yeah. Mm-hmm, the American Public Life. Right. So that'd be the carrier. That's who you'd wanna speak with about the, uh, claims. Do you have their phone number? Um, I don't. Can you give it to me? Yes, ma'am, whenever you're ready. Mm-hmm. Okay, so it's 1-800-256-8606. All right. And you wanna hit option four to speak with a representative. Okay. Thank you. No problem. You have a great rest of your week. You too. Thank you.

### **Conversation Format**

Speaker speaker\_0: Thanks for calling Benefits CenterCard. This is ..., how may I help you?

Speaker speaker\_1: Hey, I'm calling for claim status.

Speaker speaker\_0: So won't do anything with claims here. You wanna reach out to the carrier directly. What does the ID card say?

Speaker speaker\_1: Uh.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Let me see. What do you mean what does it say?

Speaker speaker\_0: Does it say American Public Life or 90 Degree Benefits as far as the name that's on the card-

Speaker speaker\_1: The American-

Speaker speaker\_0: ... number?

Speaker speaker\_1: Yeah. Mm-hmm, the American Public Life.

Speaker speaker\_0: Right. So that'd be the carrier. That's who you'd wanna speak with about the, uh, claims. Do you have their phone number?

Speaker speaker\_1: Um, I don't. Can you give it to me?

Speaker speaker\_0: Yes, ma'am, whenever you're ready.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Okay, so it's 1-800-256-8606.

Speaker speaker\_1: All right.

Speaker speaker\_0: And you wanna hit option four to speak with a representative.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: No problem. You have a great rest of your week.

Speaker speaker\_1: You too.

Speaker speaker\_0: Thank you.