

Transcript: Malcolm

Nash-6551910139084800-5252164720050176

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling benefits in the card. This is Malcolm, how can I help you? Hi. I'm Ashraf Hamid. Say that again, sir. I'm, um, Ashraf Hamid. How can I help you today, sir? Yeah, I'm, uh, receive the bill of la- broadery here. Say that again, sir. You say you received a bill? Yeah. Nice. So is this about a claim? Say again. I cannot speak English full but little. Can you speak slow? Is this about a claim? Okay. Is this about a claim, sir? Yeah. So you want to reach out to the carrier directly? We don't do anything with claims here. Uh-huh. We don't do anything with claims here so I would not be able to assist you with a claim. None that extends that. I would not- Can you... Someone speak Arabic? No, sir. Uh-huh. Speak slow. I would not be able to help you with a claim. You will have to speak with the carrier directly. Okay. I can provide you with the claim number- Uh. ... I mean with the carrier's phone number. Okay. Are you ready? Yeah. Uh, I need a pen. Okay. Thank you. Do you have your ID card? Yeah, I have ID card. Yeah. Does it say American Public Life? Yeah. Yeah. American Public. Okay. APL. Yes. All right, so this is for dental or medical? Mm-hmm. All right. So the phone number is 1-800- Okay. This, uh, one- Zero, zero. One? Yes. 1-8- 1-0- No. 1-800- 1-800- 256- Ah, 256-8606. Hello? Yes, sir. You want to hit option four? 1-800-256- 8606. 8606. Okay. Okay. Thank you. And you want to hit option four to speak with a representative. Okay. Thank you. No problem. You have a great day, man. Thanks for calling Benefits in the Card. Okay. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thanks for calling benefits in the card. This is Malcolm, how can I help you?

Speaker speaker_2: Hi. I'm Ashraf Hamid.

Speaker speaker_1: Say that again, sir.

Speaker speaker_2: I'm, um, Ashraf Hamid.

Speaker speaker_1: How can I help you today, sir?

Speaker speaker_2: Yeah, I'm, uh, receive the bill of la- broadery here.

Speaker speaker_1: Say that again, sir. You say you received a bill?

Speaker speaker_2: Yeah.

Speaker speaker_1: Nice. So is this about a claim?

Speaker speaker_2: Say again. I cannot speak English full but little. Can you speak slow?

Speaker speaker_1: Is this about a claim?

Speaker speaker_2: Okay.

Speaker speaker_1: Is this about a claim, sir?

Speaker speaker_2: Yeah.

Speaker speaker_1: So you want to reach out to the carrier directly? We don't do anything with claims here.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: We don't do anything with claims here so I would not be able to assist you with a claim.

Speaker speaker_2: None that extends that.

Speaker speaker_1: I would not-

Speaker speaker_2: Can you... Someone speak Arabic?

Speaker speaker_1: No, sir.

Speaker speaker_2: Uh-huh. Speak slow.

Speaker speaker_1: I would not be able to help you with a claim. You will have to speak with the carrier directly.

Speaker speaker_2: Okay.

Speaker speaker_1: I can provide you with the claim number-

Speaker speaker_2: Uh.

Speaker speaker_1: ... I mean with the carrier's phone number.

Speaker speaker_2: Okay.

Speaker speaker_1: Are you ready?

Speaker speaker_2: Yeah. Uh, I need a pen. Okay. Thank you.

Speaker speaker_1: Do you have your ID card?

Speaker speaker_2: Yeah, I have ID card. Yeah.

Speaker speaker_1: Does it say American Public Life?

Speaker speaker_2: Yeah. Yeah. American Public.

Speaker speaker_1: Okay.

Speaker speaker_2: APL.

Speaker speaker_1: Yes. All right, so this is for dental or medical?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: All right. So the phone number is 1-800-

Speaker speaker_2: Okay. This, uh, one-

Speaker speaker_1: Zero, zero.

Speaker speaker_2: One?

Speaker speaker_1: Yes. 1-8-

Speaker speaker_2: 1-0-

Speaker speaker_1: No. 1-800-

Speaker speaker_2: 1-800-

Speaker speaker_1: 256-

Speaker speaker_2: Ah, 256-8606. Hello?

Speaker speaker_1: Yes, sir. You want to hit option four?

Speaker speaker_2: 1-800-256-

Speaker speaker_1: 8606.

Speaker speaker_2: 8606. Okay. Okay. Thank you.

Speaker speaker_1: And you want to hit option four to speak with a representative.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: No problem. You have a great day, man. Thanks for calling Benefits in the Card.

Speaker speaker_2: Okay. Thank you.