

## Transcript: Pamela

**Blanc-5029482434052096-4510386445533184**

### Full Transcript

Thank you for calling APL. Your call may be monitored or recorded for quality assurance purposes. Your call may be monitored for quality assurance. . If you know your party's extension, you may dial it now. If you are a medical or dental provider, press one. For verification of benefits, questions about your claim or medical bill, or if you need assistance filing a claim, press two. For questions about group premium billing, press three. For customer service or new business, ID cards, address changes, or policy changes, press four. If you're a broker calling for the broker resources team, press seven. To hear these options again, press pound. Your call may be monitored for quali- Your call may be monitored for quality assurance. . If you know your party's extension, you may dial it now. If you are a medical or dental provider, press one. For verification of benefits, questions about your claim or medical bill, or if you need assistance filing a claim, press two. For questions about group premium- The information provided during this call is only a description of benefits and not a guarantee of payment or eligibility. Benefits are based on eligibility, the date services are rendered, and all plan provisions. Please hold for the next available representative. All of our representatives are currently assisting other customers. Please hold for the next available representative. Good afternoon. Thank you for calling APL. My name is Anna. How may I help you? Hi, Anna. My name is Pamela and I'm calling from Benefits in a Card. I have a mutual- Hi, Pamela. How you doing? I'm good. I am a mutual member. Why would I say friend? It's okay. I have a mutual member on the line. So, he said he spoke to someone over there, and they told him that his benefits are not active. And I want to know if that's actually correct on your end, 'cause he- on our end- Is that Julian? That's his name. Julian DeArmas? Mm-hmm. Uh-oh. The phone's breaking up. Hello? Yes. That's him. Okay. Yes. I just spoke with, um, him and a representative there. So, let me go back to the notes. Hold on one moment. So, in our system, the policy is not active. It- The effective date and the lapse date both say February 3rd of 2025. On March 31st, 2025, um, it's military time, 20:53- Mm-hmm. ... we received a, um, lapse policy from Vic Auto Lapse Report. Okay. So, that's what prompted the termination. So, I was trying- Okay. ... to ex- or ask the representative, um, that I... 'cause I wa- I had called over to Vic to try to get some help, but he ended the line while I was holding for Vic. Okay. So, I was, um, trying to ask her, like, if there was something that w- we need to receive something in writing letting us know that this should, in fact, be reinstated and to when and, you know, if, if this lapse report was sent in error. Okay. So, I will get in touch with the account manager for North and see what they could do because he's active, and he doesn't have a end date on our end. So, I don't know why you guys received that. But thank you so much for your help. You're very welcome, Pamela. Well, was there anything else I could help you with today? Just, um, your name one more time. Sure. My name is- Your first and last name. ... Anna, A-N-N-A. First initial to my last name is L like Larry. Thank you, Anna. You're very welcome, and thanks

for calling APL. And I hope you have a good day. All right. Thank you. You're welcome. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling APL.

Speaker speaker\_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_0: Your call may be monitored for quality assurance. . If you know your party's extension, you may dial it now. If you are a medical or dental provider, press one. For verification of benefits, questions about your claim or medical bill, or if you need assistance filing a claim, press two. For questions about group premium billing, press three. For customer service or new business, ID cards, address changes, or policy changes, press four. If you're a broker calling for the broker resources team, press seven. To hear these options again, press pound. Your call may be monitored for quali- Your call may be monitored for quality assurance. . If you know your party's extension, you may dial it now. If you are a medical or dental provider, press one. For verification of benefits, questions about your claim or medical bill, or if you need assistance filing a claim, press two. For questions about group premium- The information provided during this call is only a description of benefits and not a guarantee of payment or eligibility. Benefits are based on eligibility, the date services are rendered, and all plan provisions. Please hold for the next available representative. All of our representatives are currently assisting other customers. Please hold for the next available representative.

Speaker speaker\_2: Good afternoon. Thank you for calling APL. My name is Anna. How may I help you?

Speaker speaker\_3: Hi, Anna. My name is Pamela and I'm calling from Benefits in a Card. I have a mutual-

Speaker speaker\_2: Hi, Pamela. How you doing?

Speaker speaker\_3: I'm good. I am a mutual member. Why would I say friend?

Speaker speaker\_2: It's okay.

Speaker speaker\_3: I have a mutual member on the line. So, he said he spoke to someone over there, and they told him that his benefits are not active. And I want to know if that's actually correct on your end, 'cause he- on our end-

Speaker speaker\_2: Is that Julian?

Speaker speaker\_3: That's his name.

Speaker speaker\_2: Julian DeArmas?

Speaker speaker\_3: Mm-hmm.

Speaker speaker\_2: Uh-oh. The phone's breaking up. Hello? Yes.

Speaker speaker\_3: That's him.

Speaker speaker\_2: Okay. Yes. I just spoke with, um, him and a representative there. So, let me go back to the notes. Hold on one moment. So, in our system, the policy is not active. It- The effective date and the lapse date both say February 3rd of 2025. On March 31st, 2025, um, it's military time, 20:53-

Speaker speaker\_3: Mm-hmm.

Speaker speaker\_2: ... we received a, um, lapse policy from Vic Auto Lapse Report.

Speaker speaker\_3: Okay.

Speaker speaker\_2: So, that's what prompted the termination. So, I was trying-

Speaker speaker\_3: Okay.

Speaker speaker\_2: ... to ex- or ask the representative, um, that I... 'cause I wa- I had called over to Vic to try to get some help, but he ended the line while I was holding for Vic.

Speaker speaker\_3: Okay.

Speaker speaker\_2: So, I was, um, trying to ask her, like, if there was something that w- we need to receive something in writing letting us know that this should, in fact, be reinstated and to when and, you know, if, if this lapse report was sent in error.

Speaker speaker\_3: Okay. So, I will get in touch with the account manager for North and see what they could do because he's active, and he doesn't have a end date on our end. So, I don't know why you guys received that. But thank you so much for your help.

Speaker speaker\_2: You're very welcome, Pamela. Well, was there anything else I could help you with today?

Speaker speaker\_3: Just, um, your name one more time.

Speaker speaker\_2: Sure. My name is-

Speaker speaker\_3: Your first and last name.

Speaker speaker\_2: ... Anna, A-N-N-A. First initial to my last name is L like Larry.

Speaker speaker\_3: Thank you, Anna.

Speaker speaker\_2: You're very welcome, and thanks for calling APL. And I hope you have a good day.

Speaker speaker\_3: All right. Thank you.

Speaker speaker\_2: You're welcome. Bye-bye.