

Transcript: Sara

Marulanda-4766040080203776-4646626334294016

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name please? Gwendolyn James. Hello, how may I help you? Um, I have a question. I think that I have disability with this company and if I do, tell me how it works. Okay. Let me check your account first to see if you have the disability. Um, may I have the name of the temporary agency and the last part of your social? Uh, MAU and it's 9657. Thank you very much and, uh, just for security purposes can you please verify your address and date of birth? PO Box 1245, Holly Hill, South Carolina, 29059-0717-1957. And is your email GWenJames1957@icloud.com? Yes, ma'am. And is your phone number 843-793-8133? Yes, ma'am. Thank you very much. Okay. Yes, ma'am. You are enrolled in short-term disability. Um, I will have to- Um. ... transfer your ca- Yes, tell me, ma'am. Okay. So the questions I need to ask you, have to transfer the call? Yes. I have to transfer your call- Okay. ... with APL. They're the carriers of the insurance, so you can- Okay. ... go with them and, uh, create a claim if you need to do it or, I mean- Okay. ... any further questions. Okay? Okay. Would you like to write down their phone number just in case you need it? Oh, hold one minute. One minute. Sure, ma'am. Sure. Okay, so much better. Yes, ma'am. Go ahead. Okay. It is 800-256-8606. Thank you. Okay. So let me transfer your call with them. Before I do that, is there anything else that I can help you with? No, ma'am. Okay. So let me transfer your call. Have a wonderful day and thank you for calling Benefits in a Cart. Okay. You too.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name please? Gwendolyn James. Hello, how may I help you? Um, I have a question. I think that I have disability with this company and if I do, tell me how it works. Okay. Let me check your account first to see if you have the disability. Um, may I have the name of the temporary agency and the last part of your social? Uh, MAU and it's 9657. Thank you very much and, uh, just for security purposes can you please verify your address and date of birth? PO Box 1245, Holly Hill, South Carolina, 29059-0717-1957. And is your email GWenJames1957@icloud.com? Yes, ma'am. And is your phone number 843-793-8133? Yes, ma'am. Thank you very much. Okay. Yes, ma'am. You are enrolled in short-term disability. Um, I will have to- Um. ... transfer your ca- Yes, tell me, ma'am. Okay. So the questions I need to ask you, have to transfer the call? Yes. I have to transfer your call- Okay. ... with APL. They're the carriers of the insurance, so you can- Okay. ... go with them and, uh, create a claim if you need to do it or, I mean-

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