

Transcript: VICTORIA

Taylor-5933175149084672-5547938594340864

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yeah. Hi, my name is Joy calling from brothers office ... claim denial clarification. Okay. So, uh, couple things. We... for one, we do not handle claims here. This is Benefits on a Card. We're just benefits administrators. You'll have to reach out to the insurance carrier directly regarding the claim. Okay. Sure. Thank you so much. You're welcome. You have a wonderful day. You too. Do you need me to disconnect the call? Yeah. Oh, sorry.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Yeah. Hi, my name is Joy calling from brothers office ... claim denial clarification.

Speaker speaker_0: Okay. So, uh, couple things. We... for one, we do not handle claims here. This is Benefits on a Card. We're just benefits administrators. You'll have to reach out to the insurance carrier directly regarding the claim.

Speaker speaker_1: Okay. Sure. Thank you so much.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_1: You too.

Speaker speaker_0: Do you need me to disconnect the call?

Speaker speaker_1: Yeah. Oh, sorry.