

Transcript: Chris Sofield (deactivated)-5172241236279296-6306747804598272

Full Transcript

Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Yes. Uh, I called in e- earlier, and I asked because of somebody they shot, by the shots. Uh, the, uh... What's the... I don't know the lady's name. Uh, I, I want, um, get a application mailed to me. To call- You want an insurance enrollment form mailed to you? The, the... N- No. The one, um, for I- short-term disability. Oh, we, we have nothing... Okay, so, um, if you're trying to fill out a short-term disability claim, you need to call American Public Life. Okay. You... Uh, let me know when you're ready. I'll give you their phone number. Well, I thought, I thought this morning you... Uh, did you transfer, you were transferring me there earlier. Okay. So we can, we can transfer you, but in case the transfer fails or you need to call them back, I can give you their phone number so you can reach them directly. Okay. Thank you. I'm ready. Let me know when you're ready. I'm ready. So the phone number to call is going to be 800- Uh-huh. ... 256-8606. 8606. Okay. Thank you, babe. You're welcome. And I'll go ahead and transfer you now. Okay. Have a good day. Mm-hmm.

Conversation Format

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

Speaker speaker_1: Yes. Uh, I called in e- earlier, and I asked because of somebody they shot, by the shots. Uh, the, uh... What's the... I don't know the lady's name. Uh, I, I want, um, get a application mailed to me. To call-

Speaker speaker_0: You want an insurance enrollment form mailed to you?

Speaker speaker_1: The, the... N- No. The one, um, for I- short-term disability.

Speaker speaker_0: Oh, we, we have nothing... Okay, so, um, if you're trying to fill out a short-term disability claim, you need to call American Public Life.

Speaker speaker_1: Okay.

Speaker speaker_0: You... Uh, let me know when you're ready. I'll give you their phone number.

Speaker speaker_1: Well, I thought, I thought this morning you... Uh, did you transfer, you were transferring me there earlier.

Speaker speaker_0: Okay. So we can, we can transfer you, but in case the transfer fails or you need to call them back, I can give you their phone number so you can reach them directly.

Speaker speaker_1: Okay. Thank you. I'm ready.

Speaker speaker_0: Let me know when you're ready.

Speaker speaker_1: I'm ready.

Speaker speaker_0: So the phone number to call is going to be 800-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... 256-8606.

Speaker speaker_1: 8606. Okay. Thank you, babe.

Speaker speaker_0: You're welcome. And I'll go ahead and transfer you now.

Speaker speaker_1: Okay.

Speaker speaker_0: Have a good day.

Speaker speaker_1: Mm-hmm.