

Transcript: Chris Sofield

(deactivated)-6434752452575232-6435340057788416

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Chris, how can I help you today? Yes, uh- Uh, this is Shana Davis, um, I am an, um, I'm a workforce advisor for Surge Tracking, um, and we also apply benefits to our employees. Um, I have Mr. Kenneth Jackson, who is an employee of ours, um, that is enrolled in benefits that is needing to, um, initiate a short-term disability claim and I've got him on the phone with, with us as well. Okay. Um, that's not gonna be us that, that he contacts. Uh, that's gonna be American Public Life he needs to contact. Uh, let me know when you're ready, I can provide that phone number. Okay. All right. What's that number? So that's 800-Uh-huh. ... 256-8606. 8606. Is there any information I need to give them other than just what I did see? Um, I'm not, I'm not sure because that's, that's American Public Life and not, not Benefits in a Card, so I don't, I'm not sure. Okay. Well, I'll reach out to them then. Thank you. All right. Yes, ma'am. Have a good day.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card, this is Chris, how can I help you today?

Speaker speaker_2: Yes, uh-

Speaker speaker_3: Uh, this is Shana Davis, um, I am an, um, I'm a workforce advisor for Surge Tracking, um, and we also apply benefits to our employees. Um, I have Mr. Kenneth Jackson, who is an employee of ours, um, that is enrolled in benefits that is needing to, um, initiate a short-term disability claim and I've got him on the phone with, with us as well.

Speaker speaker_1: Okay. Um, that's not gonna be us that, that he contacts. Uh, that's gonna be American Public Life he needs to contact. Uh, let me know when you're ready, I can provide that phone number.

Speaker speaker_3: Okay. All right. What's that number?

Speaker speaker_1: So that's 800-

Speaker speaker_3: Uh-huh.

Speaker speaker_1: ... 256-8606.

Speaker speaker_3: 8606. Is there any information I need to give them other than just what I did see?

Speaker speaker_1: Um, I'm not, I'm not sure because that's, that's American Public Life and not, not Benefits in a Card, so I don't, I'm not sure.

Speaker speaker_3: Okay. Well, I'll reach out to them then. Thank you.

Speaker speaker_1: All right. Yes, ma'am. Have a good day.