

## **Transcript: Estefania**

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### **Full Transcript**

Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you? Hi, Bethany. My father passed away recently and I came across a American Heritage Life Insurance, um, brochure with his name and the amount on it. So, I was wondering if it, uh, still had any value to it. And if so, um, can we cash that in? Okay. Give me one second. I'm put you on a brief hold real quick. Sure. Um, what was your father's, um, first and last name? His name is Robert W. Raum, R-A-U-M. Okay. Thank you. Okay. Thank you. Hey, this is... All right. Thank you. So, who you actually need to speak to is the carrier. I just got some confirmation. I can transfer you to them and I can provide the phone number just in case your call was dropped. That would be excellent. Yep. Very good. Okay. So, the carrier is APL, which stands for American Public Life. And the phone number, let me know when you're ready. Ready. It's 800-256-8606. Again, 800-256-8606. And if you want, I can transfer you. Yes, I would love that. Thank you. Thank you. Have a nice day. You too. Thanks for all your help. Thank you.

### **Conversation Format**

Speaker speaker\_1: Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you?

Speaker speaker\_2: Hi, Bethany. My father passed away recently and I came across a American Heritage Life Insurance, um, brochure with his name and the amount on it. So, I was wondering if it, uh, still had any value to it. And if so, um, can we cash that in?

Speaker speaker\_1: Okay. Give me one second. I'm put you on a brief hold real quick.

Speaker speaker\_2: Sure.

Speaker speaker\_1: Um, what was your father's, um, first and last name?

Speaker speaker\_2: His name is Robert W. Raum, R-A-U-M.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: Hey, this is...

Speaker speaker\_0: All right. Thank you. So, who you actually need to speak to is the carrier. I just got some confirmation. I can transfer you to them and I can provide the phone number

just in case your call was dropped.

Speaker speaker\_2: That would be excellent. Yep. Very good.

Speaker speaker\_1: Okay. So, the carrier is APL, which stands for American Public Life. And the phone number, let me know when you're ready.

Speaker speaker\_2: Ready.

Speaker speaker\_1: It's 800-256-8606. Again, 800-256-8606. And if you want, I can transfer you.

Speaker speaker\_2: Yes, I would love that. Thank you.

Speaker speaker\_1: Thank you. Have a nice day.

Speaker speaker\_2: You too. Thanks for all your help.

Speaker speaker\_1: Thank you.