

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Uh, yeah, um, I was, uh, injured at work, uh, not last week, but the week before. I was out for a week, uh, it was Workman's Comp, and I w- but I was released today to go back to work. My question is, I was wondering, um, c-can I still get anything from my short-term disability off of this? I have, I have to look in your file. Um- Well, of course, yeah. You don't have to go to different agencies around the nation. Mm-hmm. So I would have to get in your file to look up what you have. Yeah. Yeah. Um, what staffing agency do you work for? MAU. And then what are the last four of your Social? 9444. Okay, thank you. And then could you please provide your first and last name? Timothy Mills. All right. And for security purposes, could you please verify your address in database? So I think you have this one. Uh, 408 Malden Road, Greenville, South Carolina 29605. Mm-hmm. No? We actually have a different one. Do you have 200 Old Boiling Springs Road, Apartment 86? No. Not that one either. A third one maybe? Um, that or you can verify your full social. Okay, so maybe, maybe 88 Pine Croft Drive? No, sir. No. Okay, I can verify my social. I, I've recently been moving and so I've been having my mail sent to different places. I know I've called and- Gotcha. Okay. ... changed the address, but- Which address? Um, 250- Mm-hmm. ... 719444. Okay, I have the 5 Dormask Court, Taylor, South Carolina 29604. Okay, so that's my, that's my sister's address. I gave you my sister's address. Okay. So yeah, I, like I said, I've been having my mail sent to a couple different places- Gotcha. ... just for different... So yeah, that's my- Okay. ... sister's address. And then I have 864-202-2672 as your phone number. Yes. Yes. Okay. And then, yeah, it looks like y- you do have active coverage, um, to know that answer to that question that you just asked me. I do have to connect you to American Public Life since they are the carrier. Give me one second. Okay. Yes, sir. Okay. So, um, do you want me to provide that number? I can transfer you as well, but just in case your call drops. Y- yes. Please. And then I- let me know when you're ready. I'm ready. Um, their phone number is 800- Uh-huh. ... 256- Uh-huh. ... 8606. Again, 800-256-8606. And then I can transfer you as well- And what did you say the name of the company was? Um, American Public Life or APL. Yeah, please, if you could transme- transfer me- Okay. ... that'd be great. All right. Well, I hope you have a great day. Thank you so much for your help. You're welcome. Uh-huh. You have a great day too. Yeah.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Uh, yeah, um, I was, uh, injured at work, uh, not last week, but the week before. I was out for a week, uh, it was Workman's Comp, and I w- but I was released today to go back to work. My question is, I was wondering, um, c-can I still get anything from my short-term disability off of this?

Speaker speaker_0: I have, I have to look in your file. Um-

Speaker speaker_1: Well, of course, yeah.

Speaker speaker_0: You don't have to go to different agencies around the nation.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So I would have to get in your file to look up what you have.

Speaker speaker_1: Yeah. Yeah.

Speaker speaker_0: Um, what staffing agency do you work for?

Speaker speaker_1: MAU.

Speaker speaker_0: And then what are the last four of your Social?

Speaker speaker_1: 9444.

Speaker speaker_0: Okay, thank you. And then could you please provide your first and last name?

Speaker speaker_1: Timothy Mills.

Speaker speaker_0: All right. And for security purposes, could you please verify your address in database?

Speaker speaker_1: So I think you have this one. Uh, 408 Malden Road, Greenville, South Carolina 29605.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: No?

Speaker speaker_0: We actually have a different one.

Speaker speaker_1: Do you have 200 Old Boiling Springs Road, Apartment 86?

Speaker speaker_0: No. Not that one either. A third one maybe? Um, that or you can verify your full social.

Speaker speaker_1: Okay, so maybe, maybe 88 Pine Croft Drive?

Speaker speaker_0: No, sir.

Speaker speaker_1: No. Okay, I can verify my social. I, I've recently been moving and so I've been having my mail sent to different places. I know I've called and-

Speaker speaker_0: Gotcha. Okay.

Speaker speaker_1: ... changed the address, but-

Speaker speaker_0: Which address?

Speaker speaker_1: Um, 250-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... 719444.

Speaker speaker_0: Okay, I have the 5 Dormask Court, Taylor, South Carolina 29604.

Speaker speaker_1: Okay, so that's my, that's my sister's address. I gave you my sister's address. Okay. So yeah, I, like I said, I've been having my mail sent to a couple different places-

Speaker speaker_0: Gotcha.

Speaker speaker_1: ... just for different... So yeah, that's my-

Speaker speaker_0: Okay.

Speaker speaker_1: ... sister's address.

Speaker speaker_0: And then I have 864-202-2672 as your phone number.

Speaker speaker_1: Yes. Yes.

Speaker speaker_0: Okay. And then, yeah, it looks like y- you do have active coverage, um, to know that answer to that question that you just asked me. I do have to connect you to American Public Life since they are the carrier. Give me one second.

Speaker speaker_1: Okay.

Speaker speaker_0: Yes, sir. Okay. So, um, do you want me to provide that number? I can transfer you as well, but just in case your call drops.

Speaker speaker_1: Y- yes. Please.

Speaker speaker_0: And then I- let me know when you're ready.

Speaker speaker_1: I'm ready.

Speaker speaker_0: Um, their phone number is 800-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... 256-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... 8606. Again, 800-256-8606. And then I can transfer you as well-

Speaker speaker_1: And what did you say the name of the company was?

Speaker speaker_0: Um, American Public Life or APL.

Speaker speaker_1: Yeah, please, if you could transme- transfer me-

Speaker speaker_0: Okay.

Speaker speaker_1: ... that'd be great.

Speaker speaker_0: All right. Well, I hope you have a great day.

Speaker speaker_1: Thank you so much for your help.

Speaker speaker_0: You're welcome.

Speaker speaker_1: Uh-huh. You have a great day too.

Speaker speaker_0: Yeah.