

## **Transcript: Estefania**

**Acevedo-5978100644233216-4674707388678144**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hey, Stephanie. How you doing? Hey. Good, thank you. How can I help you? Just I was calling on regards, I was in a car accident and I need to use my, uh, insurance 'cause the driver didn't have no insurance. So I, I need to, uh, figure out what can I do to get my, uh, doctor's, my doctor bills paid and, uh, the ambulance ride. Okay. Um, so you would have to speak to the carrier. But what, what staff and agency do you work for? Um, uh, with the resource. Okay. And then what are the last four of your social? 0944. And your first and last name? Vernon Gaither. Okay. For security purposes, can you verify your address and date of birth? 2717 Findley Road, Winston-Salem, North Carolina 27105. Date of birth, 03/23/1989. 743-219-8892 is your phone number? Yes, ma'am. And I have bigboybluecool@yahoo.com. Yahoo. Is that okay? Yes, ma'am. Okay. So yeah, um, let's see. You have short-term disability, critical illness, group accident. Yeah, so you would have to contact APL, who is your carrier, if you're gonna, like, submit a claim. I have to, uh- I can... Mm-hmm? Yeah. What'd you say? I have to call who? The carrier who... For the plan that you have, it would be American Public Life, which is APL. I can provide their phone number and I can also transfer you, if you wish. Yes, I would like that, please. Okay. Let me know when you're ready. I'm ready. It's 800- ... 256- 256? Mm-hmm. 8606. Mm-hmm. 8606. 8606. So that's 800-256-8606. And then I can transfer your call as well. Okay, please. Okay. Give me one second. All right. Well, I hope you have a great day and I'm about to transfer you to that carrier, okay? Okay. Thank you so much. Mm-hmm.

### **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: Hey, Stephanie. How you doing?

Speaker speaker\_0: Hey. Good, thank you. How can I help you?

Speaker speaker\_1: Just I was calling on regards, I was in a car accident and I need to use my, uh, insurance 'cause the driver didn't have no insurance. So I, I need to, uh, figure out what can I do to get my, uh, doctor's, my doctor bills paid and, uh, the ambulance ride.

Speaker speaker\_0: Okay. Um, so you would have to speak to the carrier. But what, what staff and agency do you work for?

Speaker speaker\_1: Um, uh, with the resource.

Speaker speaker\_0: Okay. And then what are the last four of your social?

Speaker speaker\_1: 0944.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Vernon Gaither.

Speaker speaker\_0: Okay. For security purposes, can you verify your address and date of birth?

Speaker speaker\_1: 2717 Findley Road, Winston-Salem, North Carolina 27105. Date of birth, 03/23/1989.

Speaker speaker\_0: 743-219-8892 is your phone number?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And I have bigboybluecool@yahoo.com.

Speaker speaker\_1: Yahoo.

Speaker speaker\_0: Is that okay?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. So yeah, um, let's see. You have short-term disability, critical illness, group accident. Yeah, so you would have to contact APL, who is your carrier, if you're gonna, like, submit a claim.

Speaker speaker\_1: I have to, uh-

Speaker speaker\_0: I can... Mm-hmm?

Speaker speaker\_1: Yeah. What'd you say? I have to call who?

Speaker speaker\_0: The carrier who... For the plan that you have, it would be American Public Life, which is APL. I can provide their phone number and I can also transfer you, if you wish.

Speaker speaker\_1: Yes, I would like that, please.

Speaker speaker\_0: Okay. Let me know when you're ready.

Speaker speaker\_1: I'm ready.

Speaker speaker\_0: It's 800- ... 256-

Speaker speaker\_1: 256?

Speaker speaker\_0: Mm-hmm. 8606.

Speaker speaker\_1: Mm-hmm. 8606. 8606.

Speaker speaker\_0: So that's 800-256-8606. And then I can transfer your call as well.

Speaker speaker\_1: Okay, please.

Speaker speaker\_0: Okay. Give me one second. All right. Well, I hope you have a great day and I'm about to transfer you to that carrier, okay?

Speaker speaker\_1: Okay. Thank you so much.

Speaker speaker\_0: Mm-hmm.