

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yes, my name is Christiana Moore and I was calling to see about, um, starting a claim with my, um, short-term disability. Okay. So you wanted to add short-term disability to your coverage? Well, I already have it. I'm trying to see about how to make, um, a claim on it. Like how can I... Um, I need to use it. Okay. Um, what staff and agency do you work for? Crown Services. And then what are the last four of your social? 1468. Thank you. And then for security purposes, could you please verify your address as well as your date of birth? Uh-huh. It's 1999 Call Unit Drive, Clarksville, Tennessee 37042. My date of birth is April 29th, 1994. Okay. Is 270-305-4652 your phone number? Yes. And then I have your first name and last name at... Is it @gmail.com? @ymail.com. Ymail. Okay, thank you. All right. Um, if you could give me a brief second. Okay. Okay. Thank you for your hold, ma'am. So for you to make a claim, you would have to be connected to the carrier and you would have to go through them. Would you like me to transfer you? I can also provide the- Yeah. ... phone number just in case the call drops. Um, so- Yeah. ... for your carrier, it's American Public Life, that's the name of it, or in other words, APL. And if you want, I can give you their phone number and I can transfer you. Yes. Just let me know when you're ready. Yeah, sure. I'm ready. So the phone number is 800- Mm-hmm. ... 256- Mm-hmm. ... 8606. I'm gonna say that one more time, 800-256-8606. And that's- Got it. ... American Public Life. And I'm gonna go ahead and transfer your call if you wish. Thank you. Yes, ma'am. Welcome. Welcome.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Yes, my name is Christiana Moore and I was calling to see about, um, starting a claim with my, um, short-term disability.

Speaker speaker_0: Okay. So you wanted to add short-term disability to your coverage?

Speaker speaker_1: Well, I already have it. I'm trying to see about how to make, um, a claim on it. Like how can I... Um, I need to use it.

Speaker speaker_0: Okay. Um, what staff and agency do you work for?

Speaker speaker_1: Crown Services.

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

Speaker speaker_1: 1468.

Speaker speaker_0: Thank you. And then for security purposes, could you please verify your address as well as your date of birth?

Speaker speaker_1: Uh-huh. It's 1999 Call Unit Drive, Clarksville, Tennessee 37042. My date of birth is April 29th, 1994.

Speaker speaker_0: Okay. Is 270-305-4652 your phone number?

Speaker speaker_1: Yes.

Speaker speaker_0: And then I have your first name and last name at... Is it @gmail.com?

Speaker speaker_1: @ymail.com.

Speaker speaker_0: Ymail. Okay, thank you. All right. Um, if you could give me a brief second.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Thank you for your hold, ma'am. So for you to make a claim, you would have to be connected to the carrier and you would have to go through them. Would you like me to transfer you? I can also provide the-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... phone number just in case the call drops. Um, so-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... for your carrier, it's American Public Life, that's the name of it, or in other words, APL. And if you want, I can give you their phone number and I can transfer you.

Speaker speaker_1: Yes.

Speaker speaker_0: Just let me know when you're ready.

Speaker speaker_1: Yeah, sure. I'm ready.

Speaker speaker_0: So the phone number is 800-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 256-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 8606. I'm gonna say that one more time, 800-256-8606. And that's-

Speaker speaker_1: Got it.

Speaker speaker_0: ... American Public Life. And I'm gonna go ahead and transfer your call if you wish.

Speaker speaker_1: Thank you. Yes, ma'am.

Speaker speaker_0: Welcome. Welcome.