

## **Transcript: Estefania**

**Acevedo-6199248790274048-5882156991954944**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. My name is Raja. I'm calling to check the client status of my mom. Could you please, ma'am, help me with that, please? Okay, yeah. Um, what's the first thing you need? I'm sorry, no. What's their first and last name? It's Treshae Ard. That's T as in Tom, R as in Romeo, E as in Echo, S as in Sam, H as in Hotel, A as in Alpha, E as in Echo. Last name, uh, is Ard, that's A as in Alpha- I'm sorry. Give me one second. Mm-hmm. You're gonna have to give me that name again. Sure. The first name, it's Treshae. That's T as in Tom, R as in Romeo, E as in Echo, S as in Sam, H as in Hotel, A as in Alpha, E as in Echo. And the last name is Ard. That's A as in Alpha, R as in Romeo, D as in Delta. A-R-D for the last name? That's right. Yes. Are you guys in Alabama? Yeah, that's right. Mm-hmm. Okay. And then what was the date of the service and what it, was it for? Um, the, the service is, uh, on November 24th of 2024 and... It's in regards to, um, hemorrhage in early pregnancy. It's in regards to that. Okay. Yeah. Okay, so give me one second. So she did have active coverage for that date, but to know if that service is covered, I would have to connect you to the carrier. So she was active for November 24th of 2024 but I do have to connect you to the carrier for them to verify if that particular service has coverage or not. Um, would you like- Actually- Mm-hmm. Uh, yeah, please go ahead and provide me with the number of it. Yeah, I was gonna ask you if you wanted me to provide that phone number and I can also transfer your call. Yeah, please. Okay. So the name of the carrier is APL, which is American Public Life. Their phone number is 800-256-8606. Again, 800-256-8606. And I'm about to transfer your call, okay? Sure. Did you have any other questions? No, that's it. Thank you. Okay. You're welcome. Have a nice day. So it's 800- Yeah. Thank you. Before transferring, let me verify the phone number once, please. Mm-hmm. It's 800- It's 8- ...25 680606. Thank you. Thank you so much. Yeah. Please. You're welcome.

### **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: Hi, Stephanie. My name is Raja. I'm calling to check the client status of my mom. Could you please, ma'am, help me with that, please?

Speaker speaker\_0: Okay, yeah. Um, what's the first thing you need? I'm sorry, no. What's their first and last name?

Speaker speaker\_1: It's Treshae Ard. That's T as in Tom, R as in Romeo, E as in Echo, S as in Sam, H as in Hotel, A as in Alpha, E as in Echo. Last name, uh, is Ard, that's A as in Alpha-

Speaker speaker\_0: I'm sorry. Give me one second.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: You're gonna have to give me that name again.

Speaker speaker\_1: Sure. The first name, it's Treshae. That's T as in Tom, R as in Romeo, E as in Echo, S as in Sam, H as in Hotel, A as in Alpha, E as in Echo. And the last name is Ard. That's A as in Alpha, R as in Romeo, D as in Delta.

Speaker speaker\_0: A-R-D for the last name?

Speaker speaker\_1: That's right. Yes.

Speaker speaker\_0: Are you guys in Alabama?

Speaker speaker\_1: Yeah, that's right. Mm-hmm.

Speaker speaker\_0: Okay. And then what was the date of the service and what it, was it for?

Speaker speaker\_1: Um, the, the service is, uh, on November 24th of 2024 and... It's in regards to, um, hemorrhage in early pregnancy. It's in regards to that.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay, so give me one second. So she did have active coverage for that date, but to know if that service is covered, I would have to connect you to the carrier. So she was active for November 24th of 2024 but I do have to connect you to the carrier for them to verify if that particular service has coverage or not. Um, would you like-

Speaker speaker\_1: Actually-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Uh, yeah, please go ahead and provide me with the number of it.

Speaker speaker\_0: Yeah, I was gonna ask you if you wanted me to provide that phone number and I can also transfer your call.

Speaker speaker\_1: Yeah, please.

Speaker speaker\_0: Okay. So the name of the carrier is APL, which is American Public Life. Their phone number is 800-256-8606. Again, 800-256-8606. And I'm about to transfer your call, okay?

Speaker speaker\_1: Sure.

Speaker speaker\_0: Did you have any other questions?

Speaker speaker\_1: No, that's it. Thank you.

Speaker speaker\_0: Okay. You're welcome. Have a nice day.

Speaker speaker\_1: So it's 800- Yeah. Thank you. Before transferring, let me verify the phone number once, please.

Speaker speaker\_0: Mm-hmm. It's 800-

Speaker speaker\_1: It's 8-

Speaker speaker\_0: ...25 680606.

Speaker speaker\_1: Thank you. Thank you so much. Yeah. Please.

Speaker speaker\_0: You're welcome.