

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? Hi, Stephanie. This is Marilyn Morsito. I'm not even sure if I have the right company. Uh, is this American Heritage Life Insurance? Um, we're the healthcare administrators for that staffing agency. Okay. Oh. I'm trying to get h- What I need... I have a cancer policy through, through American Heritage. I've had it for years and years, and I need to change my, uh, my account number, uh, that it, the payments are being debited from, and I don't know how to get in touch with them. Ooh. Yeah. Marilyn, okay. That might not be through us. Um, you said American Heritage? Okay. Let me make sure. Yeah. Yeah. American Heritage Life Insurance Company, and it's a cancer policy that, that I have- Oh, yeah. Gotcha. Yeah. So we're just, um, healthcare administrators for, like, staffing agencies. Okay. So if you ha- if you work with a staffing agency that offers benefits for their employees, this is the number that you call, but that- Okay. ... is something else. Ooh, I don't have that covered. Yeah. Okay. No, I'll keep looking ... Oh, I'm sorry. Uh, it's okay. I, I've gone through... I, I called somebody, and I started sh- I gave her a number, and she goes, "No, that's not it. Oh, I'm sorry." I've got, I've got a whole... You wouldn't believe the stack of papers I have here, trying to call everybody. It's a m- You said American Heritage Life Insurance? Uh, maybe ... Yeah. It's through All- ... I just ... I- It's through, it's through Allstate. Oh. So maybe I should call Allstate. Yes. I would. Okay. And I just Googled that for y'all right now. No. Here, here, I just found a number. And all they did was. I just found a number. Oh, okay. That's great. You... All righty. Thank you so much. Sorry to bother you. No, you're fine. Good luck. Bye. Okay. I'ma try to call them before they close. Okay, yes, ma'am. All right.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Hi, Stephanie. This is Marilyn Morsito. I'm not even sure if I have the right company. Uh, is this American Heritage Life Insurance?

Speaker speaker_1: Um, we're the healthcare administrators for that staffing agency.

Speaker speaker_2: Okay. Oh. I'm trying to get h- What I need... I have a cancer policy through, through American Heritage. I've had it for years and years, and I need to change my, uh, my account number, uh, that it, the payments are being debited from, and I don't know

how to get in touch with them.

Speaker speaker_1: Ooh. Yeah. Marilyn, okay. That might not be through us. Um, you said American Heritage?

Speaker speaker_2: Okay.

Speaker speaker_1: Let me make sure. Yeah.

Speaker speaker_2: Yeah. American Heritage Life Insurance Company, and it's a cancer policy that, that I have-

Speaker speaker_1: Oh, yeah. Gotcha. Yeah. So we're just, um, healthcare administrators for, like, staffing agencies.

Speaker speaker_2: Okay.

Speaker speaker_1: So if you ha- if you work with a staffing agency that offers benefits for their employees, this is the number that you call, but that-

Speaker speaker_2: Okay.

Speaker speaker_1: ... is something else. Ooh, I don't have that covered.

Speaker speaker_2: Yeah. Okay. No, I'll keep looking ...

Speaker speaker_1: Oh, I'm sorry.

Speaker speaker_2: Uh, it's okay. I, I've gone through... I, I called somebody, and I started sh- I gave her a number, and she goes, "No, that's not it. Oh, I'm sorry." I've got, I've got a whole... You wouldn't believe the stack of papers I have here, trying to call everybody.

Speaker speaker_1: It's a m- You said American Heritage Life Insurance? Uh, maybe ...

Speaker speaker_2: Yeah. It's through All-

Speaker speaker_1: ... I just ... I-

Speaker speaker_2: It's through, it's through Allstate.

Speaker speaker_1: Oh.

Speaker speaker_2: So maybe I should call Allstate.

Speaker speaker_1: Yes. I would.

Speaker speaker_2: Okay.

Speaker speaker_1: And I just Googled that for y'all right now.

Speaker speaker_2: No. Here, here, I just found a number.

Speaker speaker_1: And all they did was.

Speaker speaker_2: I just found a number.

Speaker speaker_1: Oh, okay. That's great. You...

Speaker speaker_2: All righty. Thank you so much. Sorry to bother you.

Speaker speaker_1: No, you're fine. Good luck. Bye.

Speaker speaker_2: Okay. I'ma try to call them before they close.

Speaker speaker_1: Okay, yes, ma'am.

Speaker speaker_2: All right.