

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Hi, Francesca. Um, I was wondering, what company is the name of the insurance for the dental? So all the staffing companies have the same carrier for dental, and that will be American Public Life. And they use- American Public Life? ... American Public Life Network. Mm-hmm. Okay. Give me one second. Uh, she said it's American Public Life. Do we need something else from her? Because I see now, uh, it looks like it's second. I can check. I can call to double-check, you know. See. American Public Life, it's a life insurance. Okay. Is this a dental insurance or a life insurance company? We're an account administrators for all of the health benefits the staffing companies offer. We're not an insurance company. An American Public Life. Yeah. So, um, i- this is not, uh, the insurance for dental? No, ma'am. We just administer the benefits, but we're not the insurance. Who you will need to speak with in order to speak with the dental insurance is American Public Life. I can transfer you if you like. Transfer her to American Public Life. American Public Life. Oh, yeah, go ahead. Transfer me, please. All right. Would you like their phone number before I process your transfer? Uh, yes. Let me know when you're ready. I'm ready. It is 800-256-8606. 8603. 8603? No, 06 at the end. 06. Okay. All right then. One moment. I'm transferring you over now. Thank you. No problem.

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 Car. My name is Francesca. How can I assist you today?

Speaker speaker_2: Hi, Francesca. Um, I was wondering, what company is the name of the insurance for the dental?

Speaker speaker_1: So all the staffing companies have the same carrier for dental, and that will be American Public Life. And they use-

Speaker speaker_2: American Public Life?

Speaker speaker_1: ... American Public Life Network. Mm-hmm.

Speaker speaker_3: Okay. Give me one second. Uh, she said it's American Public Life. Do we need something else from her?

Speaker speaker_4: Because I see now, uh, it looks like it's second. I can check. I can call to double-check, you know. See. American Public Life, it's a life insurance. Okay.

Speaker speaker_2: Is this a dental insurance or a life insurance company?

Speaker speaker_1: We're an account administrators for all of the health benefits the staffing companies offer. We're not an insurance company.

Speaker speaker_3: An American Public Life. Yeah.

Speaker speaker_2: So, um, i- this is not, uh, the insurance for dental?

Speaker speaker_1: No, ma'am. We just administer the benefits, but we're not the insurance. Who you will need to speak with in order to speak with the dental ins- insurance is American Public Life. I can transfer you if you like.

Speaker speaker_3: Transfer her to American Public Life.

Speaker speaker_2: American Public Life. Oh, yeah, go ahead. Transfer me, please.

Speaker speaker_1: All right. Would you like their phone number before I process your transfer?

Speaker speaker_2: Uh, yes.

Speaker speaker_1: Let me know when you're ready.

Speaker speaker_2: I'm ready.

Speaker speaker_1: It is 800-256-8606.

Speaker speaker_3: 8603.

Speaker speaker_2: 8603?

Speaker speaker_1: No, 06 at the end.

Speaker speaker_2: 06. Okay.

Speaker speaker_1: All right then. One moment. I'm transferring you over now.

Speaker speaker_2: Thank you.

Speaker speaker_1: No problem.