

## **Transcript: Franchesca**

**Baez-5112004235706368-6708486361530368**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hello? Yes, sir. How can I help you? Uh, yes, ma'am. I was wondering, uh, I have, uh, he- uh, dental and, and life insurance with y'all through my employer. And I was wondering how I would get information about my life insurance, like what it covers and what the benefits are and all that. Where would I get that information from? That would be with the carrier of the life insurance plan, which is American Public Life. Uh-huh. Would you like me to give you their phone number- Uh-huh. ... and get you transferred? Uh, yes. Yes. Just let me know when you're ready for the phone number. Okay, hold on. Okay, go ahead. It is 800- Uh-huh. ... 256- Yeah. ... 8606. Okay. All right. Give me one moment- Okay, thank you. ... and I'll go ahead and get you transferred. No problem. Okay. All right. Have a good one. You too.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hello?

Speaker speaker\_2: Yes, sir. How can I help you?

Speaker speaker\_1: Uh, yes, ma'am. I was wondering, uh, I have, uh, he- uh, dental and, and life insurance with y'all through my employer. And I was wondering how I would get information about my life insurance, like what it covers and what the benefits are and all that. Where would I get that information from?

Speaker speaker\_2: That would be with the carrier of the life insurance plan, which is American Public Life.

Speaker speaker\_1: Uh-huh.

Speaker speaker\_2: Would you like me to give you their phone number-

Speaker speaker\_1: Uh-huh.

Speaker speaker\_2: ... and get you transferred?

Speaker speaker\_1: Uh, yes. Yes.

Speaker speaker\_2: Just let me know when you're ready for the phone number.

Speaker speaker\_1: Okay, hold on. Okay, go ahead.

Speaker speaker\_2: It is 800-

Speaker speaker\_1: Uh-huh.

Speaker speaker\_2: ... 256-

Speaker speaker\_1: Yeah.

Speaker speaker\_2: ... 8606.

Speaker speaker\_1: Okay.

Speaker speaker\_2: All right. Give me one moment-

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_2: ... and I'll go ahead and get you transferred. No problem.

Speaker speaker\_1: Okay. All right. Have a good one.

Speaker speaker\_2: You too.