

Transcript: Francesca

Baez-5286028923027456-4707232285114368

Full Transcript

Thank you for calling Benefit in a Car. My name is Francesca. How can I assist you today? Hey. I'm, I'm a provider trying to see if a claim is on file. Interesting. Does your claim have APL, American Public Life or 90 Degree anywhere on it? Um, APL. All right. So bear with me one moment. I'll go ahead and get you transferred over to that carrier. Would you like their phone number before I do that? 'Cause the line that you called- Oh, yeah. ... is the administrator. Of course. Oh, okay. Yes, please. It's 800-256-8606. Great. Thank you. Of course. And give me one moment to get you transferred over to them. Okay.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit in a Car. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hey. I'm, I'm a provider trying to see if a claim is on file.

Speaker speaker_0: Interesting. Does your claim have APL, American Public Life or 90 Degree anywhere on it?

Speaker speaker_1: Um, APL.

Speaker speaker_0: All right. So bear with me one moment. I'll go ahead and get you transferred over to that carrier. Would you like their phone number before I do that? 'Cause the line that you called-

Speaker speaker_1: Oh, yeah.

Speaker speaker_0: ... is the administrator. Of course.

Speaker speaker_1: Oh, okay. Yes, please.

Speaker speaker_0: It's 800-256-8606.

Speaker speaker_1: Great. Thank you.

Speaker speaker_0: Of course. And give me one moment to get you transferred over to them.

Speaker speaker_1: Okay.