

Transcript: Franchesca

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Full Transcript

Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Hey, Francesca. This is William Gonzales. I'm with Oxford. Okay. What's your- What, uh, information, what information do you need to confirm myself? Okay, sir. Can you please first tell me what we can assist you with so that I can make sure you're in the right place? Sure. I wanted to call about my short-term life. To see if it's active? To see how to submit a claim? What specific information were you looking in regards to that plan? I wanted to see who the dependent was or the beneficiary is listed as. We need the last four of the Social and the last name. 553-5578-85 Gonzalez. So, a short-term disability plan doesn't go with a dependent, sir. Short-term life? Do you mean to say- I mean, I'm sorry. Life. Uh. They don't, they don't have short-term life. I think you're mistaking it with a life insurance, term life. That's, that's right. I'm sorry. It's too early in the morning. No, it's okay. No, it's okay. I just wanted to make sure I was understanding it correctly. Um, just so that I don't mispronounce it, uh, the beneficiary is letter A-L-D-E. Gonzales? Yes. Okay. All right. Do I- Al- Do I need the contact information or something to follow up on that? I, I'm kind of a, I'm, uh, supposed to fly out nas- so we're supposed to fly next week to, uh, Tulum, but with all these plane crashes lately, it's kind of making me like, "Oh, maybe I should prepare just in case." You know? I understand. Don't worry. So it shows here that you put them down as a child. Is this correct? What the, she's my daughter, yep. Okay. And then as far as your information, we have your address as 2564 Sycamore Court- Sycamore Court. ... Wasco, California 93280. Okay. So in the event something happens, they just... They notif- I guess a notification gets sent to you guys, and then you guys send an email get, or mail gets sent to the home, right? So to know specifically what will happen in the event that, God forbid, something happens to you, you'll have to speak with the carrier. We only administer the benefits. So I wouldn't be able to tell you whether or not that notification will be sent to them via mail itself or if an agent will be coming to the home. Oh, okay. So I gotta talk to, call the carrier. Okay. Can I just- The carrier- ... find that information? No, I actually have that information for you. Um, the carrier is American Public Life. I can give you their phone number and transfer you if you like. Um, yeah. That's fine. Okay. Their phone number is 800- 800- 256- 256- 8606. 8606. Thank you. Of course. We are gonna go ahead and get you transferred. Thank you. One moment. Okay.

Conversation Format

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

Speaker speaker_1: Hey, Francesca. This is William Gonzales. I'm with Oxford.

Speaker speaker_0: Okay. What's your-

Speaker speaker_1: What, uh, information, what information do you need to confirm myself?

Speaker speaker_0: Okay, sir. Can you please first tell me what we can assist you with so that I can make sure you're in the right place?

Speaker speaker_1: Sure. I wanted to call about my short-term life.

Speaker speaker_0: To see if it's active? To see how to submit a claim? What specific information were you looking in regards to that plan?

Speaker speaker_1: I wanted to see who the dependent was or the beneficiary is listed as.

Speaker speaker_0: We need the last four of the Social and the last name.

Speaker speaker_1: 553-5578-85 Gonzalez.

Speaker speaker_0: So, a short-term disability plan doesn't go with a dependent, sir.

Speaker speaker_1: Short-term life?

Speaker speaker_0: Do you mean to say-

Speaker speaker_1: I mean, I'm sorry. Life. Uh.

Speaker speaker_0: They don't, they don't have short-term life. I think you're mistaking it with a life insurance, term life.

Speaker speaker_1: That's, that's right. I'm sorry. It's too early in the morning.

Speaker speaker_0: No, it's okay. No, it's okay. I just wanted to make sure I was understanding it correctly. Um, just so that I don't mispronounce it, uh, the beneficiary is letter A-L-D-E.

Speaker speaker_1: Gonzales?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay. All right. Do I-

Speaker speaker_0: Al-

Speaker speaker_1: Do I need the contact information or something to follow up on that? I, I'm kind of a, I'm, uh, supposed to fly out nas- so we're supposed to fly next week to, uh, Tulum, but with all these plane crashes lately, it's kind of making me like, "Oh, maybe I should prepare just in case." You know?

Speaker speaker_0: I understand. Don't worry. So it shows here that you put them down as a child. Is this correct?

Speaker speaker_1: What the, she's my daughter, yep.

Speaker speaker_0: Okay. And then as far as your information, we have your address as 2564 Sycamore Court-

Speaker speaker_1: Sycamore Court.

Speaker speaker_0: ... Wasco, California 93280.

Speaker speaker_1: Okay. So in the event something happens, they just... They notif- I guess a notification gets sent to you guys, and then you guys send an email get, or mail gets sent to the home, right?

Speaker speaker_0: So to know specifically what will happen in the event that, God forbid, something happens to you, you'll have to speak with the carrier. We only administer the benefits. So I wouldn't be able to tell you whether or not that notification will be sent to them via mail itself or if an agent will be coming to the home.

Speaker speaker_1: Oh, okay. So I gotta talk to, call the carrier. Okay. Can I just-

Speaker speaker_0: The carrier-

Speaker speaker_1: ... find that information?

Speaker speaker_0: No, I actually have that information for you. Um, the carrier is American Public Life. I can give you their phone number and transfer you if you like.

Speaker speaker_1: Um, yeah. That's fine.

Speaker speaker_0: Okay. Their phone number is 800-

Speaker speaker_1: 800-

Speaker speaker_0: 256-

Speaker speaker_1: 256-

Speaker speaker_0: 8606.

Speaker speaker_1: 8606. Thank you.

Speaker speaker_0: Of course. We are gonna go ahead and get you transferred.

Speaker speaker_1: Thank you.

Speaker speaker_0: One moment.

Speaker speaker_1: Okay.