

Transcript: Justin

Mills-4845500650012672-6010481219256320

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi. What's the number I can call to request a refill on a prescription? Uh, let me see here. A refill for a prescription? Yes, sir. Um, let me see. What's the staffing agency you work for? Because I may have to see what medical plan you're enrolled into. You know what? I'm supposed to call APL. I'm not supposed to call Benefits and a Card. I'm supposed to call the company. I'm so sorry. No worries. I can provide you their telephone number, if you don't have it. Y- yes, please. I'm with BGSS. Okay. Um, so American Public Life's telephone number is 800-256-8606. And that was 1-800? Uh, yes, 1-800-256-8606. Yes, sir. Thank you so much for your assistance. I appreciate it immensely. You're welcome. You have a great day, okay? You, too. All right. Well, thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hi. What's the number I can call to request a refill on a prescription?

Speaker speaker_1: Uh, let me see here. A refill for a prescription?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Um, let me see. What's the staffing agency you work for? Because I may have to see what medical plan you're enrolled into.

Speaker speaker_2: You know what? I'm supposed to call APL. I'm not supposed to call Benefits and a Card. I'm supposed to call the company. I'm so sorry.

Speaker speaker_1: No worries. I can provide you their telephone number, if you don't have it.

Speaker speaker_2: Y- yes, please. I'm with BGSS.

Speaker speaker_1: Okay. Um, so American Public Life's telephone number is 800-256-8606.

Speaker speaker_2: And that was 1-800?

Speaker speaker_1: Uh, yes, 1-800-256-8606. Yes, sir.

Speaker speaker_2: Thank you so much for your assistance. I appreciate it immensely.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: You, too.

Speaker speaker_1: All right. Well, thank you.

Speaker speaker_2: Bye-bye.