

Transcript: Justin

Mills-4856463480012800-5569209142034432

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Please leave your message for 618-560-3768. Good afternoon, Brandy. This is Justin from Benefits and a Card. We spoke earlier this week regarding the... me asking my back office to see if we can accept that direct payment. Um, so I finally received word back from my back office regarding that. Um, so she did inform me that we can only accept a direct payment for the term life insurance only, and once you come back from your leave, um, maternity leave, you can reinstate the coverage for s- short-term disability and term life. Um, she did inform me that your short-term disability claim is still being processed through APL, uh, but once it gets approved, APL will deduct the short-term disability from the benefit amount. Um, I just wanted to reach out and let you know what is going on, um, just let you know that the claim was, um, submitted and is still being processed. Um, but regarding the direct payment, we can only accept it for the term life, which is for the life insurance. Um, thank you for taking the time to listen to my message. Hope you have a wonderful day.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Please leave your message for 618-560-3768.

Speaker speaker_1: Good afternoon, Brandy. This is Justin from Benefits and a Card. We spoke earlier this week regarding the... me asking my back office to see if we can accept that direct payment. Um, so I finally received word back from my back office regarding that. Um, so she did inform me that we can only accept a direct payment for the term life insurance only, and once you come back from your leave, um, maternity leave, you can reinstate the coverage for s- short-term disability and term life. Um, she did inform me that your short-term disability claim is still being processed through APL, uh, but once it gets approved, APL will deduct the short-term disability from the benefit amount. Um, I just wanted to reach out and let you know what is going on, um, just let you know that the claim was, um, submitted and is still being processed. Um, but regarding the direct payment, we can only accept it for the term life, which is for the life insurance. Um, thank you for taking the time to listen to my message. Hope you have a wonderful day.