

Transcript: Justin

Mills-4930490452623360-5265175779164160

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? Yes, I don't know if I got the right number or not. Um, um, my father passed away and he had American Heritage Life Insurance. Is this the company? Um, we're the, we're benefit administrators for staffing agencies, but that's our insurance carrier that we work with, yes. Okay. I have his policy and I, I, I don't know what I'm looking at. Um, but I'm going through all his, um, insurance policies and I found the American Heritage Life Insurance Company out of Jacksonville, Florida. Okay. Well, we work with American Public Life. I don't know anything about American Heritage. Okay. Um, okay. Let me try another number then, I guess. Um, I, 'cause it says, uh, uh, okay, I'll just try, I'll just try to look it up under something else. No worries. I mean, I can provide you with American Public Life's telephone number, just in case. Okay. If you could do that, I'd appreciate it. Yeah. Just let me know whenever you're ready. I'm ready. Okay. So their telephone number is 800-256- Okay. Okay. ... 8606. Okay. Okay. Thank you very much. I appreciate it. You're welcome. You have a great day, okay? You have a ni- you have a nice day. Mm, bye-bye. All right. Bye-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: Yes, I don't know if I got the right number or not. Um, um, my father passed away and he had American Heritage Life Insurance. Is this the company?

Speaker speaker_1: Um, we're the, we're benefit administrators for staffing agencies, but that's our insurance carrier that we work with, yes.

Speaker speaker_2: Okay. I have his policy and I, I, I, I don't know what I'm looking at. Um, but I'm going through all his, um, insurance policies and I found the American Heritage Life Insurance Company out of Jacksonville, Florida.

Speaker speaker_1: Okay. Well, we work with American Public Life. I don't know anything about American Heritage.

Speaker speaker_2: Okay. Um, okay. Let me try another number then, I guess. Um, I, 'cause it says, uh, uh, okay, I'll just try, I'll just try to look it up under something else.

Speaker speaker_1: No worries. I mean, I can provide you with American Public Life's telephone number, just in case.

Speaker speaker_2: Okay. If you could do that, I'd appreciate it.

Speaker speaker_1: Yeah. Just let me know whenever you're ready.

Speaker speaker_2: I'm ready.

Speaker speaker_1: Okay. So their telephone number is 800-256-

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: ... 8606.

Speaker speaker_2: Okay. Okay. Thank you very much. I appreciate it.

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

Speaker speaker_2: You have a ni- you have a nice day. Mm, bye-bye.

Speaker speaker_1: All right. Bye-bye. Bye.