

## **Transcript: Malcolm**

**Nash-4784211873972224-5965634433662976**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. ... benefits and the card. This is Malcolm, how can I help you? Hello? Benefits and the card. Hello? This is Malcolm, how can I help you? Benefits and the card. This is Malcolm, how can I help you? Hey, hi. My name is Sandy. Uh, this call is regarding, uh, one of my claims got denied. So, will you please help me on this? So we don't do anything with claims here. You wanna reach out to the carrier directly. Oh ho, but one of your user has transferred this call to this department so that they can provide the claim status. What does the ID card say? Does it say 90 Degree Benefits or American Public Life? ID card is... I have the member ID. Do you have the member ID? Could you please find out that one? What is the ID card? The department is IMA. Okay, so that's 90 Degree Benefits. I can give you their phone number whenever you're ready. Yeah, one moment please. Yeah, please go ahead. It's 1-800-833-4296. Okay, thank you. You wanna hit option one to speak with a representative. Please. Yeah, if it possible, you can transfer the call to the department? Yes. Well, is there anything else that I can help you with today? Oh, no. There's no, nothing to do. All right. Press one hold while I transfer you. Yep.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: ... benefits and the card. This is Malcolm, how can I help you?

Speaker speaker\_2: Hello?

Speaker speaker\_1: Benefits and the card.

Speaker speaker\_2: Hello?

Speaker speaker\_1: This is Malcolm, how can I help you? Benefits and the card. This is Malcolm, how can I help you?

Speaker speaker\_2: Hey, hi. My name is Sandy. Uh, this call is regarding, uh, one of my claims got denied. So, will you please help me on this?

Speaker speaker\_1: So we don't do anything with claims here. You wanna reach out to the carrier directly.

Speaker speaker\_2: Oh ho, but one of your user has transferred this call to this department so that they can provide the claim status.

Speaker speaker\_1: What does the ID card say? Does it say 90 Degree Benefits or American Public Life?

Speaker speaker\_2: ID card is... I have the member ID. Do you have the member ID? Could you please find out that one?

Speaker speaker\_1: What is the ID card?

Speaker speaker\_2: The department is IMA.

Speaker speaker\_1: Okay, so that's 90 Degree Benefits. I can give you their phone number whenever you're ready.

Speaker speaker\_2: Yeah, one moment please. Yeah, please go ahead.

Speaker speaker\_1: It's 1-800-833-4296.

Speaker speaker\_2: Okay, thank you.

Speaker speaker\_1: You wanna hit option one to speak with a representative.

Speaker speaker\_2: Please. Yeah, if it possible, you can transfer the call to the department?

Speaker speaker\_1: Yes. Well, is there anything else that I can help you with today?

Speaker speaker\_2: Oh, no. There's no, nothing to do.

Speaker speaker\_1: All right. Press one hold while I transfer you.

Speaker speaker\_2: Yep.