

Transcript: Malcolm

Nash-5228185330171904-5712677857705984

Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. Hello? Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? How are you doing? I'm with the Corp, I work for OnTrack Staffing. I was trying to, uh, get, uh, my short-term disability paperwork done. Okay, so you want to reach out to American Public Life. They're the ones that handle that. We're just a plan administrator. We're not the actual carrier. All right. What's the number? It's 1-800. Mm-hmm. 256. Mm-hmm. 8606. You want to hit option four to speak with- Is it 806? No, 8606. 8606, okay. And you want to hit option four. And you have to speak- Yep, to speak with a representative. All right, thank you. No problem.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Card. This is Malcolm.

Speaker speaker_1: Hello?

Speaker speaker_0: Thanks for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker_1: How are you doing? I'm with the Corp, I work for OnTrack Staffing. I was trying to, uh, get, uh, my short-term disability paperwork done.

Speaker speaker_0: Okay, so you want to reach out to American Public Life. They're the ones that handle that. We're just a plan administrator. We're not the actual carrier. All right. What's the number? It's 1-800. Mm-hmm. 256. Mm-hmm. 8606. You want to hit option four to speak with-

Speaker speaker_1: Is it 806?

Speaker speaker_0: No, 8606.

Speaker speaker_1: 8606, okay.

Speaker speaker_0: And you want to hit option four.

Speaker speaker_1: And you have to speak-

Speaker speaker_0: Yep, to speak with a representative.

Speaker speaker_1: All right, thank you.

Speaker speaker_0: No problem.