

Transcript: Malcolm

Nash-5656228630937600-5808561255923712

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the ... Card. This is Malcolm, how can I help you? Hello, my name is Adam. Last initial is G as in golf. Calling from ... office to check on a claim status. We don't deal with claims here. You want to reach out to the carrier directly. Hm? I'm from ... office. So you want to reach out to the carrier directly. We don't do anything with claims here, sir. What does the ID card say? Does it say American Public Life or 90 Degree Benefit? It's IMA. All right, so that's 90 Degree Benefit. Let me get that phone number whenever you're ready. Yes, please. It's 1-800-833-4296. Thank you so much. Say that again, sir? Thank you so much. And you want to hit option one to speak with a representative. Okay. Okay. Well, is there anything else I can help you with today, sir? No, that's all. All right. Thanks for calling Benefits in the ... Hope you have a great rest of your day. You too. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in the ... Card. This is Malcolm, how can I help you?

Speaker speaker_2: Hello, my name is Adam. Last initial is G as in golf. Calling from ... office to check on a claim status.

Speaker speaker_1: We don't deal with claims here. You want to reach out to the carrier directly.

Speaker speaker_2: Hm? I'm from ... office.

Speaker speaker_1: So you want to reach out to the carrier directly. We don't do anything with claims here, sir. What does the ID card say? Does it say American Public Life or 90 Degree Benefit?

Speaker speaker_2: It's IMA.

Speaker speaker_1: All right, so that's 90 Degree Benefit. Let me get that phone number whenever you're ready.

Speaker speaker_2: Yes, please.

Speaker speaker_1: It's 1-800-833-4296.

Speaker speaker_2: Thank you so much.

Speaker speaker_1: Say that again, sir?

Speaker speaker_2: Thank you so much.

Speaker speaker_1: And you want to hit option one to speak with a representative.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Well, is there anything else I can help you with today, sir?

Speaker speaker_2: No, that's all.

Speaker speaker_1: All right. Thanks for calling Benefits in the ... Hope you have a great rest of your day.

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Bye.