

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hi, Malcolm. I was calling, um, 'cause I'm confused, um, an appointment that I'm at is gonna be covered under my insurance. Could you say that again, ma'am? Sounds really muffled. I was calling to see if an appointment was gonna be covered under my, um, insurance. I have the, um, tax ID number for the office that I'm at. So you'll want to call your carrier directly. I wouldn't be able to tell you if anything is authorized 'cause we're not the carrier. Okay. What does your ID card say? Does it say American Public Life or 90 Degree Benefits? It say American Public Life. So yeah, you want to reach out to them. They'll be the ones to be able to tell you if it's covered or not. Do you have their phone number? No, I don't. I can give it to you whenever you're ready. Okay, hold on one second. Okay, I'm ready. So your phone number is 1-800-256-8606. Again, that's 1-800-256-8606. You want to hit option four to speak with a representative. Okay, thank you. No problem. Was there anything else I can help you with today, ma'am? No, that was all, thanks. All right. Well, thanks for calling Benefits in the Car. I hope you have a great rest of your week. You too. Thank you.

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 Car. This is Malcolm. How can I help you?

Speaker speaker_2: Hi, Malcolm. I was calling, um, 'cause I'm confused, um, an appointment that I'm at is gonna be covered under my insurance.

Speaker speaker_1: Could you say that again, ma'am? Sounds really muffled.

Speaker speaker_2: I was calling to see if an appointment was gonna be covered under my, um, insurance. I have the, um, tax ID number for the office that I'm at.

Speaker speaker_1: So you'll want to call your carrier directly. I wouldn't be able to tell you if anything is authorized 'cause we're not the carrier.

Speaker speaker_2: Okay.

Speaker speaker_1: What does your ID card say? Does it say American Public Life or 90 Degree Benefits?

Speaker speaker_2: It say American Public Life.

Speaker speaker_1: So yeah, you want to reach out to them. They'll be the ones to be able to tell you if it's covered or not. Do you have their phone number?

Speaker speaker_2: No, I don't.

Speaker speaker_1: I can give it to you whenever you're ready.

Speaker speaker_2: Okay, hold on one second. Okay, I'm ready.

Speaker speaker_1: So your phone number is 1-800-256-8606. Again, that's 1-800-256-8606. You want to hit option four to speak with a representative.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: No problem. Was there anything else I can help you with today, ma'am?

Speaker speaker_2: No, that was all, thanks.

Speaker speaker_1: All right. Well, thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker_2: You too. Thank you.