

Transcript: Malcolm

Nash-5942716985032704-6393902963933184

Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hi, my name's Kaitlin. I was just calling to check the status of a dental claim. We have sent it back in December. I just want to make sure, make sure you guys received it and it's in process. So we don't do anything with claims here. You would want to reach out to APL. APL's the actual carrier for it. Oh, yeah. Do you have their number? I'm so sorry. Ma'am, whenever you're ready, I can give it to you. Yes, thank you. Go on ahead. It's 1-800- Okay. ...2... 256-8606. Okay. Awesome. I will call them. And when you hear- Yeah? When you hear, I put you through to speak with a representative. Okay. Sweet. Thank you so much. Have a good day. You too, thank you. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: Hi, my name's Kaitlin. I was just calling to check the status of a dental claim. We have sent it back in December. I just want to make sure, make sure you guys received it and it's in process.

Speaker speaker_0: So we don't do anything with claims here. You would want to reach out to APL. APL's the actual carrier for it.

Speaker speaker_1: Oh, yeah. Do you have their number? I'm so sorry.

Speaker speaker_0: Ma'am, whenever you're ready, I can give it to you.

Speaker speaker_1: Yes, thank you. Go on ahead.

Speaker speaker_0: It's 1-800- Okay. ...2... 256-8606.

Speaker speaker_1: Okay. Awesome. I will call them.

Speaker speaker_0: And when you hear-

Speaker speaker_1: Yeah?

Speaker speaker_0: When you hear, I put you through to speak with a representative.

Speaker speaker_1: Okay. Sweet. Thank you so much. Have a good day.

Speaker speaker_0: You too, thank you.

Speaker speaker_1: Thank you. Bye.