

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Hi, Malcolm. We were just on the phone and I think we got disconnected. Okay. So, I was asking you if the car... 90 degree benefits. You're cutting in and out. I have no idea what you just said. Can you hear me now? Yes. I was asking if the ID card said a 90 Degree Benefits or American Public Life? Um, American Public Life is what? All right. So- Okay. ... if it's a claim, you'll want to reach out to them about the claim. What it says on the back of the card pretty much is saying it's still being investigated. We aren't a carrier, we're just a plan administrator. All we do is get the members enrolled or unenrolled from the coverage. We would not be able to explain why there's a claim behind your visit. Okay. So I have to contact... American Public Life. Do you have their phone number? I do. So it's the 1-800-256-8606 number? 8606. Yeah. And when you dial that number, you want to hit option four to speak with a representative. Okay. No prob- No problem. I'll try that. Thank you. Yeah. That's no problem. You have a great rest of your day. Bye-bye. 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, Malcolm. We were just on the phone and I think we got disconnected.

Speaker speaker_0: Okay. So, I was asking you if the car... 90 degree benefits.

Speaker speaker_1: You're cutting in and out. I have no idea what you just said.

Speaker speaker_0: Can you hear me now?

Speaker speaker_1: Yes.

Speaker speaker_0: I was asking if the ID card said a 90 Degree Benefits or American Public Life?

Speaker speaker_1: Um, American Public Life is what?

Speaker speaker_0: All right. So-

Speaker speaker_1: Okay.

Speaker speaker_0: ... if it's a claim, you'll want to reach out to them about the claim. What it says on the back of the card pretty much is saying it's still being investigated. We aren't a carrier, we're just a plan administrator. All we do is get the members enrolled or unenrolled from the coverage. We would not be able to explain why there's a claim behind your visit.

Speaker speaker_1: Okay. So I have to contact...

Speaker speaker_0: American Public Life. Do you have their phone number?

Speaker speaker_1: I do.

Speaker speaker_0: So it's the 1-800-256-8606 number?

Speaker speaker_1: 8606. Yeah.

Speaker speaker_0: And when you dial that number, you want to hit option four to speak with a representative.

Speaker speaker_1: Okay. No prob- No problem. I'll try that. Thank you.

Speaker speaker_0: Yeah. That's no problem. You have a great rest of your day.

Speaker speaker_1: Bye-bye.

Speaker speaker_0: Bye.