

Transcript: Malcolm

Nash-6399109659803648-4583788951027712

Full Transcript

This is for the benefits and the card. This is Malcolm, how can I help you? Hi Michael. My name is Bob Wilson. It's B-O-B, Bob W-S-O-N, Wilson. How can I help you, sir? Sorry? What service do you need, sir? Your line is in and out, Michael. How can I help you, sir? I'm looking for the claims status. Could you please check on that? We don't do a claims here, sir. You want to reach out for the carrier directly. Do you have an ID card for the member? Yes, I have that. Does it say 90 Degree Benefits or American Public Life? Uh, it's, uh, I-M-A-I-C, American. You said IMA? Yeah. All right. I can give you their phone number whenever you're ready. Ready. It's 1-800-83-4296. Okay. You're gonna hit option one. Okay. All right. Is there anything else I can help you with? Could you transfer this plan for me? Yeah.

Conversation Format

Speaker speaker_0: This is for the benefits and the card. This is Malcolm, how can I help you?

Speaker speaker_1: Hi Michael. My name is Bob Wilson. It's B-O-B, Bob W-S-O-N, Wilson.

Speaker speaker_0: How can I help you, sir?

Speaker speaker_1: Sorry?

Speaker speaker_0: What service do you need, sir?

Speaker speaker_1: Your line is in and out, Michael.

Speaker speaker_0: How can I help you, sir?

Speaker speaker_1: I'm looking for the claims status. Could you please check on that?

Speaker speaker_0: We don't do a claims here, sir. You want to reach out for the carrier directly. Do you have an ID card for the member?

Speaker speaker_1: Yes, I have that.

Speaker speaker_0: Does it say 90 Degree Benefits or American Public Life?

Speaker speaker_1: Uh, it's, uh, I-M-A-I-C, American.

Speaker speaker_0: You said IMA?

Speaker speaker_1: Yeah.

Speaker speaker_0: All right. I can give you their phone number whenever you're ready.

Speaker speaker_1: Ready.

Speaker speaker_0: It's 1-800-83-4296.

Speaker speaker_1: Okay.

Speaker speaker_0: You're gonna hit option one.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Is there anything else I can help you with?

Speaker speaker_1: Could you transfer this plan for me?

Speaker speaker_0: Yeah.