

Transcript: Malcolm

Nash-6515598026784768-5777119641780224

Full Transcript

Thanks for calling Benefits and a Card. This is Malcolm. How can I help you? Yes, Mike. This is Richard calling from ... office for checking on claims. So you want to reach out to the carrier directly? We don't do anything with claims here. Um, may I have the contact number, please? Do you have the ID card for the member? Does it say American Public Life or 90 Degree Benefits? 90 Degree. All right. So I can give you that number whenever you're ready. I'm ready. It's 1-800- Hmm? ... 833- Hmm? ... 4296. You want to hit option one to speak with a representative. Uh, yeah. Uh, so can I transfer the call directly to the representative? It would have been more helpful for me. You said one- it's 1-800-833-4296. You want to hit option one to speak with a representative.

Conversation Format

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

Speaker speaker_1: Yes, Mike. This is Richard calling from ... office for checking on claims.

Speaker speaker_0: So you want to reach out to the carrier directly? We don't do anything with claims here.

Speaker speaker_1: Um, may I have the contact number, please?

Speaker speaker_0: Do you have the ID card for the member? Does it say American Public Life or 90 Degree Benefits?

Speaker speaker_1: 90 Degree.

Speaker speaker_0: All right. So I can give you that number whenever you're ready.

Speaker speaker_1: I'm ready.

Speaker speaker_0: It's 1-800-

Speaker speaker_2: Hmm?

Speaker speaker_0: ... 833-

Speaker speaker_2: Hmm?

Speaker speaker_0: ... 4296. You want to hit option one to speak with a representative.

Speaker speaker_1: Uh, yeah. Uh, so can I transfer the call directly to the representative? It would have been more helpful for me.

Speaker speaker_0: You said one- it's 1-800-833-4296. You want to hit option one to speak with a representative.