

Transcript: Malcolm

Nash-6526481418600448-5700136203632640

Full Transcript

Thanks for calling Benefits for the Car. This is Malcolm. How can I help you? Uh, yeah, it's Noah here calling from ... office for claims status. So you want to reach out to the carrier directly, we don't deal with claims here. Does the ID card say 90 Degree Benefits or American Public Life? Hm, I'm calling regarding claims. Yes, ma'am. We don't handle claims here. You want to reach out to the carrier directly. Does the ID card say 90 Degree Benefits or American Public Life? Okay, sure. Which one does the ID card say, ma'am? ID card... Are you needing the member's ID? Do you have the ID card for a member, ma'am? Yeah. So does it say 90 Degree Benefits or American Public Life? Uh, just a moment. Mm. Just one moment, just... You're fine. Mm-hmm. Okay, it's, uh, American Public Life. I, I can give you her phone number whenever you're ready. Uh, yeah. Can you just provide me with that one? Mm-hmm. Let me know when you're ready. Yeah. Uh, I'm ready with that. All right, so the phone number is 1-800- Mm-hmm. ... 256-8606. So you want to hit option four to speak with a representative. Okay. It is 800-25... Yes. ... 68-606. Yes. Is it? Go ahead, one more time. Mm. Yeah. 800-25-68066. Yes. And you want to hit option four to speak with a representative. Okay. Thank you so much. Wait, no. Wait, ma'am. Wait. So it's 1-800- Mm-hmm. ... 256-8606. Mm-hmm. Yeah. And then you want to hit option four to speak with a representative. Mm. Yeah, sure. All right. Well, you have a great rest of your week- Oh, okay. ... ma'am. Take care. Bye-bye.

Conversation Format

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

Speaker speaker_1: Uh, yeah, it's Noah here calling from ... office for claims status.

Speaker speaker_0: So you want to reach out to the carrier directly, we don't deal with claims here. Does the ID card say 90 Degree Benefits or American Public Life?

Speaker speaker_1: Hm, I'm calling regarding claims.

Speaker speaker_0: Yes, ma'am. We don't handle claims here. You want to reach out to the carrier directly. Does the ID card say 90 Degree Benefits or American Public Life?

Speaker speaker_1: Okay, sure.

Speaker speaker_0: Which one does the ID card say, ma'am?

Speaker speaker_1: ID card... Are you needing the member's ID?

Speaker speaker_0: Do you have the ID card for a member, ma'am?

Speaker speaker_1: Yeah.

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

Speaker speaker_1: Uh, just a moment. Mm. Just one moment, just...

Speaker speaker_0: You're fine.

Speaker speaker_1: Mm-hmm. Okay, it's, uh, American Public Life.

Speaker speaker_0: I, I can give you her phone number whenever you're ready.

Speaker speaker_1: Uh, yeah. Can you just provide me with that one?

Speaker speaker_0: Mm-hmm. Let me know when you're ready.

Speaker speaker_1: Yeah. Uh, I'm ready with that.

Speaker speaker_0: All right, so the phone number is 1-800-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 256-8606. So you want to hit option four to speak with a representative.

Speaker speaker_1: Okay. It is 800-25...

Speaker speaker_0: Yes.

Speaker speaker_1: ... 68-606.

Speaker speaker_0: Yes.

Speaker speaker_1: Is it?

Speaker speaker_0: Go ahead, one more time.

Speaker speaker_1: Mm. Yeah. 800-25-68066.

Speaker speaker_0: Yes. And you want to hit option four to speak with a representative.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: Wait, no. Wait, ma'am. Wait. So it's 1-800-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 256-8606.

Speaker speaker_1: Mm-hmm. Yeah.

Speaker speaker_0: And then you want to hit option four to speak with a representative.

Speaker speaker_1: Mm. Yeah, sure.

Speaker speaker_0: All right. Well, you have a great rest of your week-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... ma'am. Take care.

Speaker speaker_1: Bye-bye.