

## **Transcript: Malcolm**

**Nash-6589111340154880-6700511827902464**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Jar. This is Malcolm, how can I help you? Yeah. Hi, my name is Johnny. I'm calling from ...'s office, looking for a claims status. Okay. So we don't deal with claims here, sir. You want to reach out to the carrier directly. Okay. Yeah. Uh, can you please provide me the, um, uh, correct number? So what does the- what does the ID card say? Does it say 90 Degree Benefits or American Public Life? Okay. Yeah. Thanks so much. I'm only asking the questions, sir. No. Thank you so much.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thanks for calling Benefits in a Jar. This is Malcolm, how can I help you?

Speaker speaker\_2: Yeah. Hi, my name is Johnny. I'm calling from ...'s office, looking for a claims status.

Speaker speaker\_1: Okay. So we don't deal with claims here, sir. You want to reach out to the carrier directly.

Speaker speaker\_2: Okay. Yeah. Uh, can you please provide me the, um, uh, correct number?

Speaker speaker\_1: So what does the- what does the ID card say? Does it say 90 Degree Benefits or American Public Life?

Speaker speaker\_2: Okay. Yeah. Thanks so much.

Speaker speaker\_1: I'm only asking the questions, sir.

Speaker speaker\_2: No. Thank you so much.