

Transcript: Pamela

Blanc-5624361418670080-5635914545152000

Full Transcript

Thank you for calling Benefits and Applys. This is Emily speaking. How may I help you? Um, hello, ma'am. Good afternoon. My name is Juan. Initials of my last name is, last name, Peter. Uh, is this the provider claims department? Uh, no. We are the administrator for health insurance for staffing agency. Um, if you would like, I could transfer you to the actual carrier. Uh, yes, please. Uh, you said that this is not a, the claims department? No, sir. Okay. Just bear with me.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Applys. This is Emily speaking. How may I help you?

Speaker speaker_1: Um, hello, ma'am. Good afternoon. My name is Juan. Initials of my last name is, last name, Peter. Uh, is this the provider claims department?

Speaker speaker_0: Uh, no. We are the administrator for health insurance for staffing agency. Um, if you would like, I could transfer you to the actual carrier.

Speaker speaker_1: Uh, yes, please. Uh, you said that this is not a, the claims department?

Speaker speaker_0: No, sir.

Speaker speaker_1: Okay.

Speaker speaker_0: Just bear with me.