

Transcript: Pamela

Blanc-5912516563517440-4559185790320640

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello? Can you hear me? Hi. Yes, I can hear you. Okay. Hi. My name is Pamela. How may I help you? I was trying to answer the call but for some reason it kept... sort of rejected it. I don't know. How may I help you? Well, good, well, it's a good thing I can hear you. Hi. I'm calling in regards to my policy. I had you guys for insurance back in March and I got an X-ray. Um, but it seems for some reason you guys are denying the coverage. Mm. In that case, I will have to, uh, provide you with the number of the actual carrier because we do not process the claim. Okay. I'll take that whenever you're ready. Okay. Um, it will be... Oh, you have APL... It's 800-256-8606. Mm-hmm. Mm-hmm. 8606? Yes, ma'am. Okay, great. Thank you so much. Have a good day. You too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hello? Can you hear me?

Speaker speaker_2: Hi. Yes, I can hear you.

Speaker speaker_1: Okay. Hi. My name is Pamela. How may I help you? I was trying to answer the call but for some reason it kept... sort of rejected it. I don't know. How may I help you?

Speaker speaker_2: Well, good, well, it's a good thing I can hear you. Hi. I'm calling in regards to my policy. I had you guys for insurance back in March and I got an X-ray. Um, but it seems for some reason you guys are denying the coverage.

Speaker speaker_1: Mm. In that case, I will have to, uh, provide you with the number of the actual carrier because we do not process the claim.

Speaker speaker_2: Okay. I'll take that whenever you're ready.

Speaker speaker_1: Okay. Um, it will be... Oh, you have APL... It's 800-256-8606.

Speaker speaker_2: Mm-hmm. Mm-hmm. 8606?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay, great. Thank you so much. Have a good day.

Speaker speaker_1: You too.