

## **Transcript: Pearl**

**Rojas-5405653634039808-6275260905340928**

### **Full Transcript**

Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Hood. Who does it say you're speaking with? Hi. Yes, this is Dionne Lender. And how can I assist you? Um, I'm calling to, um, ask a question about the short-term disability. Okay. What- What is the process of, um, getting that started? Okay. So you would have to talk to the insurance carrier, and they'll be able to assist you and find that out. Do you want me go ahead and transfer you to the insurance? Who is the insurance carrier? I'm sorry. What was that? Who is the insurance carrier? Y'all have so many different names on this. American Public Life. Do you have a direct number to them? Yes. I can give it to you or I can transfer you over. However you prefer. Uh, give me the number before you transfer me in case I get disconnected. Okay. The number is 800-256-8606. 8606? Yes, ma'am. Okay, thank you. No problem. I'm gonna transfer you over.

### **Conversation Format**

Speaker speaker\_0: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Hood. Who does it say you're speaking with?

Speaker speaker\_1: Hi. Yes, this is Dionne Lender.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: Um, I'm calling to, um, ask a question about the short-term disability.

Speaker speaker\_0: Okay. What-

Speaker speaker\_1: What is the process of, um, getting that started?

Speaker speaker\_0: Okay. So you would have to talk to the insurance carrier, and they'll be able to assist you and find that out. Do you want me go ahead and transfer you to the insurance?

Speaker speaker\_1: Who is the insurance carrier?

Speaker speaker\_0: I'm sorry. What was that?

Speaker speaker\_1: Who is the insurance carrier? Y'all have so many different names on this.

Speaker speaker\_0: American Public Life.

Speaker speaker\_1: Do you have a direct number to them?

Speaker speaker\_0: Yes. I can give it to you or I can transfer you over. However you prefer.

Speaker speaker\_1: Uh, give me the number before you transfer me in case I get disconnected.

Speaker speaker\_0: Okay. The number is 800-256-8606.

Speaker speaker\_1: 8606?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: No problem. I'm gonna transfer you over.