

## **Transcript: VICTORIA**

**Taylor-4866215208599552-5966137676840960**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on the Card, this is Victoria. How can I help you? Yes, hon, uh, I was needin' to, um, file, uh, uh, some short-term disability. I had surgery on the 21st and I didn't know this is what I was supposed to call. And, uh, H&D Staffing, uh, told me I need to call this number here 'cause this is where I got my short-term disability from. Okay. Let me pull up your file. Um, what's the last four of your Social? Uh, it's 3283. Okay. And your first and last name? Terry, T-E-R-R-Y. Maynard, M-A-Y-N-A-R-D. Gotcha. Do you mind verifying your address and date of birth? Uh, uh, address is PO Box 632, Scottsville, Kentucky 42164. Birthday is 10/7/64. All right. Phone number is 270-622-8215? Uh-huh. Okay. All right. Um, so we're just actually your benefits administers. You would need to speak with the insurance carrier, American Public Life, and I can give you their phone number or transfer you over to them. Okay. Uh, wha- uh, okay. Is it, is there, is it, uh, is the number 800-457-1403? Hmm. Is that- No. All right. Okay. Is it, uh, 933-3734? No. Um, it's 800- That's my card. It's on my card. Yeah, one of the phone numbers you gave me is for MultiPlan which is the network for, uh, your medical insurance. But I can give you the phone number and I can also transfer you to them. Okay. Yeah, please do. All right. So their phone number is 800- Okay. ... 256- Okay. ... 8606. 25606, I mean, 8606, sorry. Yeah. So 800-256- I see. ... 8606. Right. And I'll let you press 2 there. Um, and that's... Yes, ma'am. And just to let you know again, the name of the insurance carrier is American Public Life. Okay. AP, oh, right. Yes, ma'am. Mm-hmm. Getting hoarse, s-sorry. You're fine. Okay. Alrighty. I will go ahead and get you transferred over to them. Give me just a few seconds. Okay.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefits on the Card, this is Victoria. How can I help you?

Speaker speaker\_2: Yes, hon, uh, I was needin' to, um, file, uh, uh, some short-term disability. I had surgery on the 21st and I didn't know this is what I was supposed to call. And, uh, H&D Staffing, uh, told me I need to call this number here 'cause this is where I got my short-term disability from.

Speaker speaker\_1: Okay. Let me pull up your file. Um, what's the last four of your Social?

Speaker speaker\_2: Uh, it's 3283.

Speaker speaker\_1: Okay. And your first and last name?

Speaker speaker\_2: Terry, T-E-R-R-Y. Maynard, M-A-Y-N-A-R-D.

Speaker speaker\_1: Gotcha. Do you mind verifying your address and date of birth?

Speaker speaker\_2: Uh, uh, address is PO Box 632, Scottsville, Kentucky 42164. Birthday is 10/7/64.

Speaker speaker\_1: All right. Phone number is 270-622-8215?

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: Okay. All right. Um, so we're just actually your benefits administrators. You would need to speak with the insurance carrier, American Public Life, and I can give you their phone number or transfer you over to them.

Speaker speaker\_2: Okay. Uh, wha- uh, okay. Is it, is there, is it, uh, is the number 800-457-1403?

Speaker speaker\_1: Hmm.

Speaker speaker\_2: Is that-

Speaker speaker\_1: No. All right.

Speaker speaker\_2: Okay. Is it, uh, 933-3734?

Speaker speaker\_1: No. Um, it's 800-

Speaker speaker\_2: That's my card. It's on my card.

Speaker speaker\_1: Yeah, one of the phone numbers you gave me is for MultiPlan which is the network for, uh, your medical insurance. But I can give you the phone number and I can also transfer you to them.

Speaker speaker\_2: Okay. Yeah, please do.

Speaker speaker\_1: All right. So their phone number is 800- Okay. ... 256-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... 8606.

Speaker speaker\_2: 25606, I mean, 8606, sorry.

Speaker speaker\_1: Yeah. So 800-256- I see. ... 8606.

Speaker speaker\_2: Right. And I'll let you press 2 there.

Speaker speaker\_1: Um, and that's... Yes, ma'am. And just to let you know again, the name of the insurance carrier is American Public Life.

Speaker speaker\_2: Okay. AP, oh, right.

Speaker speaker\_1: Yes, ma'am. Mm-hmm.

Speaker speaker\_2: Getting hoarse, s-sorry.

Speaker speaker\_1: You're fine.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Alrighty. I will go ahead and get you transferred over to them. Give me just a few seconds.

Speaker speaker\_2: Okay.