

## Transcript: VICTORIA

**Taylor-4902205774577664-5342058072981504**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, I'm, uh, Ashraf Hamid. Uh- We're happy to help you. I'm s- I'ma speak, uh, Arabic and, uh, someone who speak Arabic. Uh, unfortunately, we don't have anyone that speaks Arabic. Uh-huh. Uh, okay. Uh, I'm working Morales Group. Okay. Yeah, I have, uh, Benefits Card. Okay. Uh, my name Ashraf Hamid. Uh, birthday, 1 of November, 1983. Um, I received- I want- A, okay? Sorry about that. Um, what's the last four of your Social? Uh, last four of Social, uh, 5190. Okay. And do you mind verifying your address? Uh, 263 Falcanson Drive, Apartment B, Charlestown, Indiana, zip code 47111. Okay. Um, the apartment, is it apartment C as in cat? Yeah, apartment C is wrong. It's apartment B. B like boy. Okay. So B for boy? Yeah. Okay. And then phone number is 812-946-4557? Yeah, yeah. Gotcha. And email is just gonna be your first name and then 188@hotmail.com? Yeah. It's good. Okay. How can I help? Yeah, I'm, uh, received a bill from CP Lab at Louisville, Kentucky. You received what? I'm sorry. Huh? Uh, I'm sorry, I'm not understanding. What did you receive? Received a bill. A bill? Yeah. Okay. Amount, amount, uh, \$160. 160. Okay. So we're just your administers. We don't handle anything with claims. You'll have to reach out to the insurance carrier directly to see why you received that bill. Uh, I'm understand that. Okay, I need, uh, transfer this. Uh, open, uh, another phone and translate, okay? Say that again. So, we're just your benefits administers. We don't process claims on our end. You'll need to re- reach out to the insurance carrier directly, and I can give you their phone number. Yes, uh, some, um, phone number in the bill here. Um, call, uh, him now but not, uh, any received. Can you, uh, send, is this, um, bill or pay? So again, we, here at Benefits on a Card, we don't handle any claims. You'll have to reach out to the insurance carrier to see why you received th- that bill. And I can give you the phone number for the insurance carrier you need to contact. Uh, phone number in, uh, in this, in this bill? No, sir. It might be a different phone number. The phone number I'm going to give you is for the actual insurance carrier so they can explain to you why you received that bill. Uh-huh. Uh-huh. Okay, okay, okay, okay. Thank you. Yeah, just let me know when you're ready for that phone number. Yeah, uh, I need the phone number from, uh, APL, uh, what's the name? APL, yeah? Yeah, so this is the phone number for APL, which is American Public Life. That's the name of your- Yeah. ... insurance carrier. Yeah, yeah, yeah. So it is 800-256- Okay, okay. 8- 800? Mm-hmm. Uh-huh. 256. 256. And then 8606. 8-606. Yes, sir. Is this cor... Uh, 800-256-8606. Is this correct? Yes, sir. Yes, thank you. You're welcome. Did you need help with anything else? Thank you. Thank you very much. Thank you. You're welcome. Have a good day. You have a good day.

## 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 a Card. This is Victoria. How can I help you?

Speaker speaker\_2: Hi, I'm, uh, Ashraf Hamid. Uh-

Speaker speaker\_1: We're happy to help you.

Speaker speaker\_2: I'm s- I'ma speak, uh, Arabic and, uh, someone who speak Arabic.

Speaker speaker\_1: Uh, unfortunately, we don't have anyone that speaks Arabic.

Speaker speaker\_2: Uh-huh. Uh, okay. Uh, I'm working Morales Group.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Yeah, I have, uh, Benefits Card. Okay. Uh, my name Ashraf Hamid. Uh, birthday, 1 of November, 1983. Um, I received-

Speaker speaker\_1: I want-

Speaker speaker\_2: A, okay?

Speaker speaker\_1: Sorry about that. Um, what's the last four of your Social?

Speaker speaker\_2: Uh, last four of Social, uh, 5190.

Speaker speaker\_1: Okay. And do you mind verifying your address?

Speaker speaker\_2: Uh, 263 Falcanson Drive, Apartment B, Charlestown, Indiana, zip code 47111.

Speaker speaker\_1: Okay. Um, the apartment, is it apartment C as in cat?

Speaker speaker\_2: Yeah, apartment C is wrong. It's apartment B. B like boy.

Speaker speaker\_1: Okay. So B for boy?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. And then phone number is 812-946-4557?

Speaker speaker\_2: Yeah, yeah.

Speaker speaker\_1: Gotcha. And email is just gonna be your first name and then 188@hotmail.com?

Speaker speaker\_2: Yeah. It's good.

Speaker speaker\_1: Okay. How can I help?

Speaker speaker\_2: Yeah, I'm, uh, received a bill from CP Lab at Louisville, Kentucky.

Speaker speaker\_1: You received what? I'm sorry.

Speaker speaker\_2: Huh?

Speaker speaker\_1: Uh, I'm sorry, I'm not understanding. What did you receive?

Speaker speaker\_2: Received a bill.

Speaker speaker\_1: A bill?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Amount, amount, uh, \$160. 160.

Speaker speaker\_1: Okay. So we're just your administrators. We don't handle anything with claims. You'll have to reach out to the insurance carrier directly to see why you received that bill.

Speaker speaker\_2: Uh, I'm understand that. Okay, I need, uh, transfer this. Uh, open, uh, another phone and translate, okay? Say that again.

Speaker speaker\_1: So, we're just your benefits administrators. We don't process claims on our end. You'll need to re- reach out to the insurance carrier directly, and I can give you their phone number.

Speaker speaker\_2: Yes, uh, some, um, phone number in the bill here. Um, call, uh, him now but not, uh, any received. Can you, uh, send, is this, um, bill or pay?

Speaker speaker\_1: So again, we, here at Benefits on a Card, we don't handle any claims. You'll have to reach out to the insurance carrier to see why you received th- that bill. And I can give you the phone number for the insurance carrier you need to contact.

Speaker speaker\_2: Uh, phone number in, uh, in this, in this bill?

Speaker speaker\_1: No, sir. It might be a different phone number. The phone number I'm going to give you is for the actual insurance carrier so they can explain to you why you received that bill.

Speaker speaker\_2: Uh-huh. Uh-huh. Okay, okay, okay, okay. Thank you.

Speaker speaker\_1: Yeah, just let me know when you're ready for that phone number.

Speaker speaker\_2: Yeah, uh, I need the phone number from, uh, APL, uh, what's the name? APL, yeah?

Speaker speaker\_1: Yeah, so this is the phone number for APL, which is American Public Life. That's the name of your-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... insurance carrier.

Speaker speaker\_2: Yeah, yeah, yeah.

Speaker speaker\_1: So it is 800-256-

Speaker speaker\_2: Okay, okay. 8- 800?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: 256.

Speaker speaker\_2: 256.

Speaker speaker\_1: And then 8606.

Speaker speaker\_2: 8-606.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Is this cor... Uh, 800-256-8606. Is this correct?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Yes, thank you.

Speaker speaker\_1: You're welcome. Did you need help with anything else?

Speaker speaker\_2: Thank you. Thank you very much. Thank you.

Speaker speaker\_1: You're welcome. Have a good day.

Speaker speaker\_2: You have a good day.