

Transcript: VICTORIA

Taylor-5065591191158784-6145538336931840

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, ma'am. My name is James Perkins and I need to see what steps I need to take to get signed up for my short-term disability so I can receive the payments for when I'm going to be off work. Okay. What's the, uh, name of the agency you work for? Surge Staffing. And the last four of your Social? 4439. Mm-hmm. And if you'll verify your address and date of birth. Yes, ma'am, it is 1609 Hampton Street, Parkersburg, West Virginia 26101. Date of birth is 8/25/1969. And the phone number is 481-1649? Yes, ma'am, that is correct. Okay. And then email is JPerkins2@yahoo.com? Yes, ma'am. Okay. Let's see. So with us just being your benefits administer, uh, that might be something that you need to speak to the insurance carrier directly about, 'cause we don't handle claims on our end so I'm not sure how that process works. But with the short-term disability policy, it's with American Public Life and I can give you their phone number. Well, why... Let me... Bear with me just a second so I can grab a pen to scribble with here. Okay. Okay, go ahead. All righty. Let's see. So their phone number is 800-256- Okay. And then 8606. 8606. All righty. Well, I will give them a call and see what they can help me with then. All right. Was there anything else maybe you had questions on? No, ma'am. This was the phone number that, um, they gave me at the Surge office to call, so that's why I was calling you and you have been most helpful, helpful getting me directed a little farther down the road here. All right, perfect. Well, you have a wonderful day. You too. Thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Yes, ma'am. My name is James Perkins and I need to see what steps I need to take to get signed up for my short-term disability so I can receive the payments for when I'm going to be off work.

Speaker speaker_0: Okay. What's the, uh, name of the agency you work for?

Speaker speaker_1: Surge Staffing.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 4439.

Speaker speaker_0: Mm-hmm. And if you'll verify your address and date of birth.

Speaker speaker_1: Yes, ma'am, it is 1609 Hampton Street, Parkersburg, West Virginia 26101. Date of birth is 8/25/1969.

Speaker speaker_0: And the phone number is 481-1649?

Speaker speaker_1: Yes, ma'am, that is correct.

Speaker speaker_0: Okay. And then email is JPerkins2@yahoo.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Let's see. So with us just being your benefits administer, uh, that might be something that you need to speak to the insurance carrier directly about, 'cause we don't handle claims on our end so I'm not sure how that process works. But with the short-term disability policy, it's with American Public Life and I can give you their phone number.

Speaker speaker_1: Well, why... Let me... Bear with me just a second so I can grab a pen to scribble with here.

Speaker speaker_0: Okay.

Speaker speaker_1: Okay, go ahead.

Speaker speaker_0: All righty. Let's see. So their phone number is 800-256-

Speaker speaker_1: Okay.

Speaker speaker_0: And then 8606.

Speaker speaker_1: 8606. All righty. Well, I will give them a call and see what they can help me with then.

Speaker speaker_0: All right. Was there anything else maybe you had questions on?

Speaker speaker_1: No, ma'am. This was the phone number that, um, they gave me at the Surge office to call, so that's why I was calling you and you have been most helpful, helpful getting me directed a little farther down the road here.

Speaker speaker_0: All right, perfect. Well, you have a wonderful day.

Speaker speaker_1: You too. Thank you. Bye-bye.

Speaker speaker_0: Bye.