

Transcript: VICTORIA

Taylor-5854973527769088-6737921227538432

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. I just called there and the lady gave me some information that upset me because I knew she didn't know what she was talking about. So she calls back and she leaves a voicemail, and so she found the file, whatever it was she needed to find. But I was calling because I need the paperwork for the disability because I'm going into surgery on the 24th for a hern-... So I need to get that paperwork now so I can get to the doctor, um, or however y'all need it done, because it's going to take seven... I don't know whether he needs to let him be approved for this procedure or what. So it's- Okay. What's the- It's a big thing. I don't know. What's the name of the agency you work for? MAU. And the last four of your Social? 9657. Okay. Um, and let's see. You said, uh, Gwendolyn James? Yes, ma'am. Do you mind verifying your address and date of birth? PO Box 1245, Holly Hill, South Carolina, 29059. 0717 1957. Phone number is 843-793-8133. Yes. All right, and then email is gwenjames1957@icloud. Yes, ma'am. Okay. Give me one second. Okay. So you're needing help with filing a claim for your short-term disability. Is that correct? Yes. If the surgery hasn't been done yet for the hernia, it'll be done on the 24th, but I remember the lady talking to me more than once, saying that I needed to... I don't know whether I need to take it to the doctor before or whether I take it to the doctor when I go. So that's what I'm trying to clarify, because I asked her to send it to me so it wouldn't have been a problem when it's time for me to go because I can't do any running around once- Okay. Yeah. Once I go in there, I have to sit tight. Okay. So first things first, we're just your benefits administrators. This sounds like something that you're going to need to speak to the actual insurance carrier directly about, which is American Public Life. Okay. Do you need their phone number? Yes, ma'am. Hold on one minute. Okay. Are they open now or they're not? I am not too sure. I, I don't have access to their hours. Okay. Okay. It is 800-256- Mm-hmm. ... 8606. 800-256-8606. Yes, ma'am. 800-256-8606. And give me one second. I'm going to try and see if I can find the customer service hours. Okay. It looks like they're typically open Monday through Friday, 7:00 AM to 6:00 PM CT. Okay. And the name of this insurance company is who? American Public Life. Okay. Okay. Do I need some specific information to give them or they can go by Social Security or, or and the company I work for or what? Yes. Just give them your information, same as you did with me. They should be able to pull you up in their systems. Okay. Thank you so much. You're welcome. You have a wonderful day. You too. Bye-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: Hi, Victoria. I just called there and the lady gave me some information that upset me because I knew she didn't know what she was talking about. So she calls back and she leaves a voicemail, and so she found the file, whatever it was she needed to find. But I was calling because I need the paperwork for the disability because I'm going into surgery on the 24th for a hern-... So I need to get that paperwork now so I can get to the doctor, um, or however y'all need it done, because it's going to take seven... I don't know whether he needs to let him be approved for this procedure or what. So it's-

Speaker speaker_0: Okay. What's the-

Speaker speaker_1: It's a big thing. I don't know.

Speaker speaker_0: What's the name of the agency you work for?

Speaker speaker_1: MAU.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 9657.

Speaker speaker_0: Okay. Um, and let's see. You said, uh, Gwendolyn James?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Do you mind verifying your address and date of birth?

Speaker speaker_1: PO Box 1245, Holly Hill, South Carolina, 29059. 0717 1957.

Speaker speaker_0: Phone number is 843-793-8133.

Speaker speaker_1: Yes.

Speaker speaker_0: All right, and then email is gwenjames1957@icloud.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Give me one second. Okay. So you're needing help with filing a claim for your short-term disability. Is that correct?

Speaker speaker_1: Yes. If the surgery hasn't been done yet for the hernia, it'll be done on the 24th, but I remember the lady talking to me more than once, saying that I needed to... I don't know whether I need to take it to the doctor before or whether I take it to the doctor when I go. So that's what I'm trying to clarify, because I asked her to send it to me so it wouldn't have been a problem when it's time for me to go because I can't do any running around once-

Speaker speaker_0: Okay.

Speaker speaker_1: Yeah. Once I go in there, I have to sit tight.

Speaker speaker_0: Okay. So first things first, we're just your benefits administrators. This sounds like something that you're going to need to speak to the actual insurance carrier

directly about, which is American Public Life.

Speaker speaker_1: Okay.

Speaker speaker_0: Do you need their phone number?

Speaker speaker_1: Yes, ma'am. Hold on one minute.

Speaker speaker_0: Okay.

Speaker speaker_1: Are they open now or they're not?

Speaker speaker_0: I am not too sure. I, I don't have access to their hours.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: It is 800-256-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 8606.

Speaker speaker_1: 800-256-8606.

Speaker speaker_0: Yes, ma'am. 800-256-8606. And give me one second. I'm going to try and see if I can find the customer service hours. Okay. It looks like they're typically open Monday through Friday, 7:00 AM to 6:00 PM CT.

Speaker speaker_1: Okay. And the name of this insurance company is who?

Speaker speaker_0: American Public Life.

Speaker speaker_1: Okay. Okay. Do I need some specific information to give them or they can go by Social Security or, or and the company I work for or what?

Speaker speaker_0: Yes. Just give them your information, same as you did with me. They should be able to pull you up in their systems.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye-bye.