

Transcript: Chris Sofield (deactivated)-4844601214025728-5733477226954752

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hey, Chris. Uh, my name is Leticia Padilla, and I have questions regarding my coverage. Okay. What staffing company do you work with? Partners Personnel. And the last four of your Social? 7818. All right. Could you verify your address and your date of birth for me? Yes. Address is 1116 Fairview Avenue, Salinas, California 93905. Date of birth is 11/26/1959. Thank you. Phone number file of 8312401978? Correct. Okay. I'm showing that you're not currently enrolled into any insurance benefits. Uh, looks like your coverage rolled over to COBRA eligibility. Um, are you- Oh, yes. Correct. ... are you, uh, are you calling about COBRA benefits? Yes. You've called the wrong number. Uh, let me know- Oh. ... when you're ready. I'll give you the correct number and option to, to call. Okay, give me one second. Okay, I'm ready. And that number to call is going to be 800- Okay. ... 833-4296. And when you call that number make sure you press option one. That is the only option that will get you where you need to go. Okay, thank you so much for your help. You're welcome. Have a good day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_2: Hey, Chris. Uh, my name is Leticia Padilla, and I have questions regarding my coverage.

Speaker speaker_1: Okay. What staffing company do you work with?

Speaker speaker_2: Partners Personnel.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 7818.

Speaker speaker_1: All right. Could you verify your address and your date of birth for me?

Speaker speaker_2: Yes. Address is 1116 Fairview Avenue, Salinas, California 93905. Date of birth is 11/26/1959.

Speaker speaker_1: Thank you. Phone number file of 8312401978?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. I'm showing that you're not currently enrolled into any insurance benefits. Uh, looks like your coverage rolled over to COBRA eligibility. Um, are you-

Speaker speaker_2: Oh, yes. Correct.

Speaker speaker_1: ... are you, uh, are you calling about COBRA benefits?

Speaker speaker_2: Yes.

Speaker speaker_1: You've called the wrong number. Uh, let me know-

Speaker speaker_2: Oh.

Speaker speaker_1: ... when you're ready. I'll give you the correct number and option to, to call.

Speaker speaker_2: Okay, give me one second. Okay, I'm ready.

Speaker speaker_1: And that number to call is going to be 800-

Speaker speaker_2: Okay.

Speaker speaker_1: ... 833-4296. And when you call that number make sure you press option one. That is the only option that will get you where you need to go.

Speaker speaker_2: Okay, thank you so much for your help.

Speaker speaker_1: You're welcome. Have a good day.

Speaker speaker_2: You too. Bye-bye.