

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, Alabama Instant Card, this is Chris. How can I help you today? Hi, Chris. Is there a Lisa available? A Lisa? Yes. We don't have a Lorna in, in-- Laura? A Laura maybe? We also don't have a Laura in this office. Nope. Uh, just anybody in charge of the COBRA insurance. I just have to give, uh, my mom's email to somebody just so she can, um, get like a table of the payments. All right. You've reached the wrong company entirely. Let me know when you're ready. I'll- Oh, okay. ... give you the correct phone number to call. I think I, I could look through my paperwork. I believe I have it. Thank you. Um. Bye-bye. Just a quick question. Mm-hmm. Did the phone number that you just called, did it end in 4296? No. Okay. Yeah. So, um, that's the number that you're gonna wanna call. It ends in 4296 and when you pr- 4296. ... and when you call that number make sure you press option one. Okay, thank you. You're welcome. Okay. Have a good day.

Conversation Format

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

Speaker speaker_1: Hey, Alabama Instant Card, this is Chris. How can I help you today?

Speaker speaker_2: Hi, Chris. Is there a Lisa available?

Speaker speaker_1: A Lisa?

Speaker speaker_2: Yes.

Speaker speaker_1: We don't have a Lorna in, in--

Speaker speaker_2: Laura? A Laura maybe?

Speaker speaker_1: We also don't have a Laura in this office.

Speaker speaker_2: Nope. Uh, just anybody in charge of the COBRA insurance. I just have to give, uh, my mom's email to somebody just so she can, um, get like a table of the payments.

Speaker speaker_1: All right. You've reached the wrong company entirely. Let me know when you're ready. I'll-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... give you the correct phone number to call.

Speaker speaker_2: I think I, I could look through my paperwork. I believe I have it. Thank you.

Speaker speaker_1: Um.

Speaker speaker_2: Bye-bye.

Speaker speaker_1: Just a quick question.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Did the phone number that you just called, did it end in 4296?

Speaker speaker_2: No.

Speaker speaker_1: Okay. Yeah. So, um, that's the number that you're gonna wanna call. It ends in 4296 and when you pr-

Speaker speaker_2: 4296.

Speaker speaker_1: ... and when you call that number make sure you press option one.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: You're welcome.

Speaker speaker_2: Okay.

Speaker speaker_1: Have a good day.