

Transcript: Franchesca

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Full Transcript

... for calling 90 Degree Benefits, the administrator for benefits in a card members. Please select from the following options to ensure you are directed to the appropriate party to answer your questions. For questions on IMA Mech Wellness, MVP plans, or COBRA enrollment, please press one. For... If you would like to participate in a quick survey after the call to rate your service. Thank you for calling 90 Degree Benefits, this is Amanda, how can I help you? Hey Amanda. I have a member that was transferred to us by mistake, she wants to speak to the COBRA department. Okay. Can you... You either transfer me to the COBRA department or do you want me to put her on the line with you and you'll get her to the COBRA department? She's calling to see if she's still eligible to get her old benefits with COBRA. 'Cause she received a letter. I can talk to her. You transfer me to assistant. All right. Will do. So, I hope you have a wonderful rest of your day. You too, thank you.

Conversation Format

Speaker speaker_0: ... for calling 90 Degree Benefits, the administrator for benefits in a card members. Please select from the following options to ensure you are directed to the appropriate party to answer your questions. For questions on IMA Mech Wellness, MVP plans, or COBRA enrollment, please press one. For... If you would like to participate in a quick survey after the call to rate your service.

Speaker speaker_1: Thank you for calling 90 Degree Benefits, this is Amanda, how can I help you?

Speaker speaker_2: Hey Amanda. I have a member that was transferred to us by mistake, she wants to speak to the COBRA department.

Speaker speaker_1: Okay.

Speaker speaker_2: Can you... You either transfer me to the COBRA department or do you want me to put her on the line with you and you'll get her to the COBRA department? She's calling to see if she's still eligible to get her old benefits with COBRA. 'Cause she received a letter.

Speaker speaker_1: I can talk to her. You transfer me to assistant.

Speaker speaker_2: All right. Will do. So, I hope you have a wonderful rest of your day.

Speaker speaker_1: You too, thank you.