

## **Transcript: Francesca**

**Baez-6422973720084480-4918342993100800**

### **Full Transcript**

Thank you for calling Benefits no Card. My name is Francesca. How can I assist you today? Uh, good morning. My name is ... I just r- uh, received a message and I'm looking for more information regarding post-employment c- insurance coverage for medical, uh, by COBRA. And, uh- Okay, bear with me one moment, sir. You need to speak with the COBRA company. Unfortunately, you called Benefits no Card, but if you can hold for me, I can get you to the right phone number and then you just listen to the automated system and it'll tell you which number- Sure. ... to click for COBRA, okay? Uh, do you have a, actually a COBRA physical number, so I can call directly? Sure thing, sir. It's 800- 800- 833- 833- 4296. 4296. Okay, this is the directory. Okay, would you just transfer me so I can, I can talk to them? Yes, sir, and then remember, you're gonna listen to the automated system and it'll tell you which to click to speak with them, okay? Okay. I appreciate it. Thank you. Of course. Bear with me one moment.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits no Card. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Uh, good morning. My name is ... I just r- uh, received a message and I'm looking for more information regarding post-employment c- insurance coverage for medical, uh, by COBRA. And, uh-

Speaker speaker\_0: Okay, bear with me one moment, sir. You need to speak with the COBRA company. Unfortunately, you called Benefits no Card, but if you can hold for me, I can get you to the right phone number and then you just listen to the automated system and it'll tell you which number-

Speaker speaker\_1: Sure.

Speaker speaker\_0: ... to click for COBRA, okay?

Speaker speaker\_1: Uh, do you have a, actually a COBRA physical number, so I can call directly?

Speaker speaker\_0: Sure thing, sir. It's 800-

Speaker speaker\_1: 800-

Speaker speaker\_0: 833-

Speaker speaker\_1: 833-

Speaker speaker\_0: 4296.

Speaker speaker\_1: 4296. Okay, this is the directory. Okay, would you just transfer me so I can, I can talk to them?

Speaker speaker\_0: Yes, sir, and then remember, you're gonna listen to the automated system and it'll tell you which to click to speak with them, okay?

Speaker speaker\_1: Okay. I appreciate it. Thank you.

Speaker speaker\_0: Of course. Bear with me one moment.