

## **Transcript: Malcolm**

**Nash-5040870458343424-5324596669005824**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Yes, please. Uh, good morning. My name is, uh, Colleen. Uh, I'm applying from job on, on CAF staffing but, uh, in the page of, um, from the COBRA insurance. But it's like, uh, I stopped because it's not let me to go to the next step. Are you... You say you're applying for COBRA? Yeah, on CAF staffing. Okay. So you... I wouldn't be able to help you with COBRA. You would have to contact 90 Degree Benefits. Do you have their phone number? Mm. I don't have the phone number. I can give you the phone number whenever you're ready. Okay, I'm ready. It's 1-800... 8- 833. 833. 4-296. 4-2-9-6. Yes, ma'am. So it's 18-... 8-33. It's 1-800. Mm-hmm. 8-833. Mm-hmm. 2-4-9-6. No, 4-296. 4-296. Yes, ma'am. So it's 1-800-833-4296. Yeah. Okay. I can- And you want to hit option one... You want to hit option one to speak with a representative. Oh, okay. Thank you. No problem. Was there anything else I could help you with today? No, it's okay. Thank you so much. No problem. Thanks for calling Benefits in the Card. Hope you have a great day. Okay, thanks.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thanks for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker\_2: Yes, please. Uh, good morning. My name is, uh, Colleen. Uh, I'm applying from job on, on CAF staffing but, uh, in the page of, um, from the COBRA insurance. But it's like, uh, I stopped because it's not let me to go to the next step.

Speaker speaker\_1: Are you... You say you're applying for COBRA?

Speaker speaker\_2: Yeah, on CAF staffing.

Speaker speaker\_1: Okay. So you... I wouldn't be able to help you with COBRA. You would have to contact 90 Degree Benefits. Do you have their phone number?

Speaker speaker\_2: Mm. I don't have the phone number.

Speaker speaker\_1: I can give you the phone number whenever you're ready.

Speaker speaker\_2: Okay, I'm ready.

Speaker speaker\_1: It's 1-800...

Speaker speaker\_2: 8-

Speaker speaker\_3: 833.

Speaker speaker\_2: 833.

Speaker speaker\_3: 4-296.

Speaker speaker\_2: 4-2-9-6.

Speaker speaker\_3: Yes, ma'am.

Speaker speaker\_1: So it's 18-...

Speaker speaker\_2: 8-33.

Speaker speaker\_1: It's 1-800. Mm-hmm.

Speaker speaker\_2: 8-833.

Speaker speaker\_3: Mm-hmm.

Speaker speaker\_2: 2-4-9-6.

Speaker speaker\_1: No, 4-296.

Speaker speaker\_2: 4-296.

Speaker speaker\_1: Yes, ma'am. So it's 1-800-833-4296.

Speaker speaker\_2: Yeah. Okay. I can-

Speaker speaker\_1: And you want to hit option one... You want to hit option one to speak with a representative.

Speaker speaker\_2: Oh, okay. Thank you.

Speaker speaker\_1: No problem. Was there anything else I could help you with today?

Speaker speaker\_2: No, it's okay. Thank you so much.

Speaker speaker\_1: No problem. Thanks for calling Benefits in the Card. Hope you have a great day.

Speaker speaker\_2: Okay, thanks.