

Transcript: VICTORIA

Taylor-4839518029430784-5299669886779392

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card., this is Victoria. How can I help you? Um, yes. Uh, I would like to, um, apply for the Cobra, uh, continuations, uh, coverage for my, uh, with my job, uh, with Southeastern Transportation, and I was just calling about the, um, the, the mailing address. Um, the physical address by me, it's send, the, um, you know, the election form, um, to that. Okay. Um, I'm not too sure 'cause we don't handle the Cobra benefits here. Um, I can give you the phone number for the administrator for Cobra. Yeah, because I just wanted to send this out. I got in the, in the mail, um, that I wanted to contin- continue bill dues and my bene- benefits and everything. Okay. Um, are you ready for that phone number? Yes. Yes, ma'am. Okay. So it's gonna be 800-833-4296. 833-4296. Okay. And then you just wanna make sure- Okay. ... to hit option one on the prompt system. Gotcha. All right, thank you so much, ma'am. You're welcome. Have a good day. You too. Bye. Thank you. 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 on a Card., this is Victoria. How can I help you?

Speaker speaker_2: Um, yes. Uh, I would like to, um, apply for the Cobra, uh, continuations, uh, coverage for my, uh, with my job, uh, with Southeastern Transportation, and I was just calling about the, um, the, the mailing address. Um, the physical address by me, it's send, the, um, you know, the election form, um, to that.

Speaker speaker_1: Okay. Um, I'm not too sure 'cause we don't handle the Cobra benefits here. Um, I can give you the phone number for the administrator for Cobra.

Speaker speaker_2: Yeah, because I just wanted to send this out. I got in the, in the mail, um, that I wanted to contin- continue bill dues and my bene- benefits and everything.

Speaker speaker_1: Okay. Um, are you ready for that phone number?

Speaker speaker_2: Yes. Yes, ma'am.

Speaker speaker_1: Okay. So it's gonna be 800-833-4296.

Speaker speaker_2: 833-4296. Okay.

Speaker speaker_1: And then you just wanna make sure-

Speaker speaker_2: Okay.

Speaker speaker_1: ... to hit option one on the prompt system.

Speaker speaker_2: Gotcha. All right, thank you so much, ma'am.

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

Speaker speaker_2: You too. Bye.

Speaker speaker_1: Thank you. Bye-bye.