

## **Transcript: Chris Sofield**

**(deactivated)-6688347183333376-5031782558679040**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Yes. Thank you for calling Medical Assistance on Card. This is Chris. How can I help you today? Yes. My name's Lawrence Green. Uh, I'm -- ha- currently have your Cobra plan, uh, insurance and, uh, I haven't received new vouchers yet. Or the- Okay. So, di- did you call a number ending in 4296? Hmm. Yes. Okay. You've hit the wrong- Yes, I did. ... option. Y- uh, you've hit the wrong option. You got routed to another company entirely. Oh, option one. Option one. Press option one and you'll reach who you need to sp- speak with. Oh, I'm sorry. Thank you. You're fine. Have a good day.

### **Conversation Format**

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

Speaker speaker\_1: Yes.

Speaker speaker\_2: Thank you for calling Medical Assistance on Card. This is Chris. How can I help you today?

Speaker speaker\_1: Yes. My name's Lawrence Green. Uh, I'm -- ha- currently have your Cobra plan, uh, insurance and, uh, I haven't received new vouchers yet. Or the-

Speaker speaker\_2: Okay. So, di- did you call a number ending in 4296?

Speaker speaker\_1: Hmm. Yes.

Speaker speaker\_2: Okay. You've hit the wrong-

Speaker speaker\_1: Yes, I did.

Speaker speaker\_2: ... option. Y- uh, you've hit the wrong option. You got routed to another company entirely.

Speaker speaker\_1: Oh, option one.

Speaker speaker\_2: Option one. Press option one and you'll reach who you need to sp- speak with.

Speaker speaker\_1: Oh, I'm sorry. Thank you.

Speaker speaker\_2: You're fine. Have a good day.