

## **Transcript: Francesca**

**Baez-5749231439003648-4678812644622336**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10-0-car. My name is Francesca. How can I assist you today? Uh, good morning, Francesca. My name is, uh, Jose Gutierrez. I am currently enrolled with COBRA 'cause, uh, my contract ended. So I have a employee number that I can give you, or what would you need from me? 'Cause I want to know what's going to happen after December. Am I still, uh, covered after December or do I need to look for something else? The... I'm trying to be proactive right now. Well, then just so that I can make sure I am understanding your question, you want to know how long you'll be able to keep your COBRA coverage. That correct? Uh, yes. Yes, correct. Coverage? Uh, uh, yeah, coverage. And if it's gonna go to 2025, when does it stop so that I can ? Okay. Unfortunately, you're calling the wrong place for Benefits 10-0-car. You have to speak with COBRA directly. I can give you their phone number and get you transferred over if you wish to. Okay. What is the phone number, ma'am? It will be 800- Okay. ... 833- 8-3-3- ... 4296. 4-2-9-6. Okay. 833-42-96 and that is a 1-800 number. Okay. Yes, sir. Well, thank you very much, ma'am. My pleasure. I'll go ahead and get you transferred over now. Okay, thank you.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefits 10-0-car. My name is Francesca. How can I assist you today?

Speaker speaker\_2: Uh, good morning, Francesca. My name is, uh, Jose Gutierrez. I am currently enrolled with COBRA 'cause, uh, my contract ended. So I have a employee number that I can give you, or what would you need from me? 'Cause I want to know what's going to happen after December. Am I still, uh, covered after December or do I need to look for something else? The... I'm trying to be proactive right now.

Speaker speaker\_1: Well, then just so that I can make sure I am understanding your question, you want to know how long you'll be able to keep your COBRA coverage. That correct?

Speaker speaker\_2: Uh, yes. Yes, correct.

Speaker speaker\_1: Coverage?

Speaker speaker\_2: Uh, uh, yeah, coverage. And if it's gonna go to 2025, when does it stop so that I can ?

Speaker speaker\_1: Okay. Unfortunately, you're calling the wrong place for Benefits 10-0-car. You have to speak with COBRA directly. I can give you their phone number and get you transferred over if you wish to.

Speaker speaker\_2: Okay. What is the phone number, ma'am?

Speaker speaker\_1: It will be 800-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... 833-

Speaker speaker\_2: 8-3-3-

Speaker speaker\_1: ... 4296.

Speaker speaker\_2: 4-2-9-6. Okay. 833-42-96 and that is a 1-800 number. Okay.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Well, thank you very much, ma'am.

Speaker speaker\_1: My pleasure. I'll go ahead and get you transferred over now.

Speaker speaker\_2: Okay, thank you.