

Transcript: Francesca

Baez-5905946752761856-5441330377572352

Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How may I assist you today? Uh, hi. I'm trying to get a hold of Lisa Meitner. Um... She works in- uh, with the COBRA benefits. Okay, ma'am. Unfortunately, you called the wrong number. This is the company Benefits in a Card. I'll get you transferred over to the- Okay. ... phone number we have for COBRA but I'm not sure if it's the direct number for them. So you might have to listen to the automated system, okay? Okay. Thank you. Of course. One moment. Mm-hmm.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Francesca. How may I assist you today?

Speaker speaker_1: Uh, hi. I'm trying to get a hold of Lisa Meitner. Um...

Speaker speaker_0: She works in- uh, with the COBRA benefits.

Speaker speaker_1: Okay, ma'am. Unfortunately, you called the wrong number. This is the company Benefits in a Card. I'll get you transferred over to the-

Speaker speaker_0: Okay.

Speaker speaker_1: ... phone number we have for COBRA but I'm not sure if it's the direct number for them. So you might have to listen to the automated system, okay? Okay. Thank you.

Speaker speaker_0: Of course. One moment.

Speaker speaker_1: Mm-hmm.