

## **Transcript: Franchesca**

**Baez-5911928344592384-6590063113322496**

### **Full Transcript**

Thank you for calling 90 Degree Benefit- Your call may be monitored or recorded for quality assurance purposes. ... the administrator for benefits in a card members. Please select from the following options to ensure you are directed to the appropriate party to answer your questions. For questions on IMA Mech Wellness, MVP plans, or Cobra enrollment, please press one. For questions on the APL Hospital Indemnity Plans or dental cov- If you would like to participate in a quick survey after the call to rate your service with us, please press one. Press two if no. All agents are currently assisting other callers. Please remain on the line and your call will be answered by the next agent. We appreciate your call. We appreciate your patience. Please remain on the line and we will be with you shortly.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling 90 Degree Benefit-

Speaker speaker\_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_0: ... the administrator for benefits in a card members. Please select from the following options to ensure you are directed to the appropriate party to answer your questions. For questions on IMA Mech Wellness, MVP plans, or Cobra enrollment, please press one. For questions on the APL Hospital Indemnity Plans or dental cov- If you would like to participate in a quick survey after the call to rate your service with us, please press one. Press two if no. All agents are currently assisting other callers. Please remain on the line and your call will be answered by the next agent. We appreciate your call.

Speaker speaker\_1: We appreciate your patience. Please remain on the line and we will be with you shortly.