

Transcript: Malcolm

Nash-6511855441854464-4546948974559232

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, Benefits in the Card, this is Malcolm. How can I help you? Hi. Uh, my name is Maximiliano Esparza and I just recently, uh, uh, got insurance with you guys. Um, so the reason why I'm calling is because, um, I need a COBRA documentation, uh, for my wife's work. Uh, she previously had us in insurance, but she dropped us, but she needs, like, proof of that. Uh- Did you say Cobra? Yeah, Cobra. A Cobra documentation. Uh, Cobra notice. Sir, do you want to... You wanna reach out to 90 Degrees Benefit, they will be able to help you with Cobra. We don't... We didn't do anything with Cobra here. Oh, what? But I had called before and, and they just told me to give you guys a call back. You said you just spoke to Cobra and they told you to call us? No. I, I... Well, since I got the insurance with you guys, um, um, pretty much I needed to call you and just so you, you guys can give me like a co- uh, a documentation is showing loss of coverage. It's called, uh, Cobra notice. You mind if I put you on a brief hold? They said they'll send it. You mind if I put you on a brief hold? Okay. Yeah. Thank you. Yeah, sir? Yeah? Yeah. So you want to reach out to 90 Degrees, they will be able to give you that. We wouldn't be able to provide you with a statement of coverage because we're not Cobra. Uh, it's not... 90 Degrees what? I can give you their phone number whenever you're ready. Uh, go ahead please. It's 1-800-83... 1-8... 3, 3. 4, 2, 9, 6. 4, 2, 9, 6. You want to hit option one. You want to hit option one to speak with a representative. Uh, hold on. Uh, 4296 you said? Yes, sir. Oh, thank you. No problem. You have a great day, man. Thanks for calling Benefits in the Card. Thank you. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, Benefits in the Card, this is Malcolm. How can I help you?

Speaker speaker_2: Hi. Uh, my name is Maximiliano Esparza and I just recently, uh, uh, got insurance with you guys. Um, so the reason why I'm calling is because, um, I need a COBRA documentation, uh, for my wife's work. Uh, she previously had us in insurance, but she dropped us, but she needs, like, proof of that. Uh-

Speaker speaker_1: Did you say Cobra?

Speaker speaker_2: Yeah, Cobra. A Cobra documentation. Uh, Cobra notice.

Speaker speaker_1: Sir, do you want to... You wanna reach out to 90 Degrees Benefit, they will be able to help you with Cobra. We don't... We didn't do anything with Cobra here.

Speaker speaker_2: Oh, what? But I had called before and, and they just told me to give you guys a call back.

Speaker speaker_1: You said you just spoke to Cobra and they told you to call us?

Speaker speaker_2: No. I, I... Well, since I got the insurance with you guys, um, um, pretty much I needed to call you and just so you, you guys can give me like a co- uh, a documentation is showing loss of coverage. It's called, uh, Cobra notice.

Speaker speaker_1: You mind if I put you on a brief hold?

Speaker speaker_2: They said they'll send it.

Speaker speaker_1: You mind if I put you on a brief hold?

Speaker speaker_2: Okay. Yeah.

Speaker speaker_1: Thank you. Yeah, sir?

Speaker speaker_2: Yeah?

Speaker speaker_1: Yeah. So you want to reach out to 90 Degrees, they will be able to give you that. We wouldn't be able to provide you with a statement of coverage because we're not Cobra.

Speaker speaker_2: Uh, it's not... 90 Degrees what?

Speaker speaker_1: I can give you their phone number whenever you're ready.

Speaker speaker_2: Uh, go ahead please.

Speaker speaker_1: It's 1-800-83...

Speaker speaker_2: 1-8... 3, 3.

Speaker speaker_1: 4, 2, 9, 6.

Speaker speaker_2: 4, 2, 9, 6.

Speaker speaker_1: You want to hit option one. You want to hit option one to speak with a representative.

Speaker speaker_2: Uh, hold on. Uh, 4296 you said?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Oh, thank you.

Speaker speaker_1: No problem. You have a great day, man. Thanks for calling Benefits in the Card.

Speaker speaker_2: Thank you. Bye.