

## **Transcript: Estefania**

**Acevedo-5261882183303168-5872426347053056**

### **Full Transcript**

Thank you for calling Benefits 10-0-4. My name is Stephanie. How can I assist you? Hey, how you doing? Hey, good thank you. How can I help you? Um, yes, is this, uh, the 90 Degrees, uh, department? 90 Degree Benefit Department? Um, no, sir. We're the healthcare administrators. I can transfer you to 90 Degrees. Um... Okay, uh, yeah, I would, I would appreciate that. And can, can I get their direct number if you have that by chance? Yes, sir. Um, give me one second. Let me go ahead and look for that. Okay. Um, what staff or agency are you currently working with? Um, uh, I wa- I originally had 90 Degrees through Megaforce but now I'm just paying, uh, monthly payments as a third party. Cobra. Oh, no, it's 90 Degree Benefits I got us, Ma. Okay, um, let me get in your file so that I can look at your account. Give me one second. Um, what staff and agency were you with though? Were you with though? They were called Megaforce. Megaforce? Okay. And then what are the last four numbers of your social? 5076. For security purposes, can you verify your first and last name? Uh, yes. Jordan Butler. And can you verify your address and date of birth? Um, it should be 710 Christopher Drive, Greenville, North Carolina, 27858. And birthday would be August 27, 1994. Okay, 252-414-9338 is your phone number? Uh, 252-414-9338, yes, ma'am. Thank you. No problem. Okay, and then you said you wanted me to transfer you to 90 Degrees, right? Um, did you want me to provide that number just in case your call was dropped? Yes, ma'am. Okay. Um, their phone number is 800- Mm-hmm. 833. Mm-hmm. 8-0-0-8-3-3. 4296. 42... 96. And that was the num- All right and then I'm- for 90 Degrees, correct. Okay. For 90 Degrees. Yes, ma'am. That was the number I called and, uh, every time it kinda gives me the options but none of them say 90 Degrees. It says Cobra and then it says- So, you have to do option one. Okay, gotcha, gotcha. All right, thank you. Whenever I transfer you, you click option number one. You're welcome. Have a nice day. Okay. I'm gonna go ahead and transfer that call to you. All right, thank you so much.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits 10-0-4. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hey, how you doing?

Speaker speaker\_0: Hey, good thank you. How can I help you?

Speaker speaker\_1: Um, yes, is this, uh, the 90 Degrees, uh, department? 90 Degree Benefit Department?

Speaker speaker\_0: Um, no, sir. We're the healthcare administrators. I can transfer you to 90 Degrees. Um...

Speaker speaker\_1: Okay, uh, yeah, I would, I would appreciate that. And can, can I get their direct number if you have that by chance?

Speaker speaker\_0: Yes, sir. Um, give me one second. Let me go ahead and look for that.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, what staff or agency are you currently working with?

Speaker speaker\_1: Um, uh, I wa- I originally had 90 Degrees through Megaforce but now I'm just paying, uh, monthly payments as a third party. Cobra. Oh, no, it's 90 Degree Benefits I got us, Ma.

Speaker speaker\_0: Okay, um, let me get in your file so that I can look at your account. Give me one second. Um, what staff and agency were you with though? Were you with though?

Speaker speaker\_1: They were called Megaforce.

Speaker speaker\_0: Megaforce? Okay. And then what are the last four numbers of your social?

Speaker speaker\_1: 5076.

Speaker speaker\_0: For security purposes, can you verify your first and last name?

Speaker speaker\_1: Uh, yes. Jordan Butler.

Speaker speaker\_0: And can you verify your address and date of birth?

Speaker speaker\_1: Um, it should be 710 Christopher Drive, Greenville, North Carolina, 27858. And birthday would be August 27, 1994.

Speaker speaker\_0: Okay, 252-414-9338 is your phone number?

Speaker speaker\_1: Uh, 252-414-9338, yes, ma'am.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: No problem.

Speaker speaker\_0: Okay, and then you said you wanted me to transfer you to 90 Degrees, right? Um, did you want me to provide that number just in case your call was dropped?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. Um, their phone number is 800- Mm-hmm. 833. Mm-hmm.

Speaker speaker\_1: 8-0-0-8-3-3.

Speaker speaker\_0: 4296.

Speaker speaker\_1: 42... 96. And that was the num-

Speaker speaker\_0: All right and then I'm- for 90 Degrees, correct.

Speaker speaker\_1: Okay.

Speaker speaker\_0: For 90 Degrees.

Speaker speaker\_1: Yes, ma'am. That was the number I called and, uh, every time it kinda gives me the options but none of them say 90 Degrees. It says Cobra and then it says-

Speaker speaker\_0: So, you have to do option one.

Speaker speaker\_1: Okay, gotcha, gotcha. All right, thank you.

Speaker speaker\_0: Whenever I transfer you, you click option number one. You're welcome. Have a nice day.

Speaker speaker\_1: Okay.

Speaker speaker\_0: I'm gonna go ahead and transfer that call to you.

Speaker speaker\_1: All right, thank you so much.