

## Transcript: Justin

**Mills-4553517913391104-5848986836844544**

### Full Transcript

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hey, how's it going, Justin? It's going pretty good, and yourself? Uh, I don't have too many complaints. Um, uh, yeah, I was, um, I was a little bit late on my payment. Um, I sent it, I sent it in about maybe two weeks ago. And, um, the woman who I was speaking to, she said, you know, she said, you know, it was like a couple days late. She said, "Go ahead and send it in, and then I'll call you and let you know if they're gonna keep you or if they're gonna end up dropping you." But, uh, she never called me back, so I was just trying to see what did I still have, uh, was I still medically insured with y'all? Um, now are you paying for COBRA coverage? Yes, sir. Okay, now that's through 90 Degree Benefits. However, let me get somebody on at 90 Degree Benefits, and I'll transfer you over, okay? Okay, sounds good, man. I appreciate it. You're welcome. Hello, are you still there? Yes, sir. Awesome, thank you so much for holding. So it looks like they're closed right now. Um, they don't open until 9:00 AM Central Standard Time, yeah. Got you, 9:00 AM Central. So- Yeah. Uh, what, around what time would that be Eastern Time, man? 10:00 AM. 10:00 AM, okay. Hey, I appreciate you, man. You're welcome. You have a great day, okay? All right, you as well. Thank you. Thanks. Bye-bye. Bye-bye.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Hey, how's it going, Justin?

Speaker speaker\_0: It's going pretty good, and yourself?

Speaker speaker\_1: Uh, I don't have too many complaints. Um, uh, yeah, I was, um, I was a little bit late on my payment. Um, I sent it, I sent it in about maybe two weeks ago. And, um, the woman who I was speaking to, she said, you know, she said, you know, it was like a couple days late. She said, "Go ahead and send it in, and then I'll call you and let you know if they're gonna keep you or if they're gonna end up dropping you." But, uh, she never called me back, so I was just trying to see what did I still have, uh, was I still medically insured with y'all?

Speaker speaker\_0: Um, now are you paying for COBRA coverage?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Okay, now that's through 90 Degree Benefits. However, let me get somebody on at 90 Degree Benefits, and I'll transfer you over, okay?

Speaker speaker\_1: Okay, sounds good, man. I appreciate it.

Speaker speaker\_0: You're welcome. Hello, are you still there?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Awesome, thank you so much for holding. So it looks like they're closed right now. Um, they don't open until 9:00 AM Central Standard Time, yeah.

Speaker speaker\_1: Got you, 9:00 AM Central. So-

Speaker speaker\_0: Yeah.

Speaker speaker\_1: Uh, what, around what time would that be Eastern Time, man?

Speaker speaker\_0: 10:00 AM.

Speaker speaker\_1: 10:00 AM, okay. Hey, I appreciate you, man.

Speaker speaker\_0: You're welcome. You have a great day, okay?

Speaker speaker\_1: All right, you as well. Thank you.

Speaker speaker\_0: Thanks. Bye-bye.

Speaker speaker\_1: Bye-bye.