

## Transcript: Justin

**Mills-5458841559941120-5422599146356736**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Card. This is Justin. How can I help you today? Oh, great, Justin. Uh, my name is Pamela Brown and I spoke to one of your customer service reps on, um, I think it was the 26th of December. Uh-huh. And she told me, she told me to call back the 30th to make another payment, and I completely forgot with the holidays, so I need to make two payments today. Okay. Um, what's the staffing agency you work for? Surge. S-U-R-G-E. And the last four of your Social? 2949. And for security purposes, can you verify your home address, including city, state and zip code, Ms. Brown? Yes, ma'am... Yes, sir. Uh, 4600 West Broadway. That's Louisville, Kentucky. 40211-3180. And your date of birth? 01/16/1967. And a good telephone number have 502-407-6705. Yes, that's it. can't hear a speakerphone. And the email address is bbsr158@yahoo? That's it, uh-huh. Okay, so let's see here. Let me get this direct payment set up for you. Yeah, she said when COBRA sends me the letter and then that's when I'll, I'll, uh, I'll just deal with COBRA then, she said. Correct. Yes, ma'am. Oh, thank you, Mr. Justin. Mm-hmm. And just to confirm, the same address we have on file is the same as your billing address? Yes. Uh-huh. Okay. 4600 West Broadway. And the credit card number? Okay, let me give it to you. Uh, 4430-4100-386-8061. And the expiration date? Expiration date is, uh, let's see here, 03/27. And the CVC number? Uh, 291. Okay, so let's see here. I'm gonna go ahead and process the direct payment of \$33.60. Okay. Put that down. 33.60 cents. Correct. Okay. Thank you very much. Now, so I'll call back next Monday on time. I apologize for that. No worries. Um, it said invalid card number. Uh, will you confirm the card number for me one more time? Yeah, absolutely. Uh, 4430-4100-3816-8061. So I was missing the one after the eight and before the six, so let me go ahead and retry that. Okay. Okay, thank you. Okay, so payment was successful. Okay. Um, is there anything else I can do together with you, Ms. Brown? No, that's it. And so next Monday just call you back and make that payment for my benefits? Correct. Yes, ma'am. Okay, Mr. Justin. Thank you for your time and I will definitely do it, uh, next Monday. So it's always on a Monday, right? Correct. Yes, ma'am. W- okay, great. Uh, and then I will await that letter too from, uh, the company. Let me ask you something very quickly. Uh- Mm-hmm. ... now, um, now I know this is a pre- uh, pre- um, uh, pre- preventive maintenance with this benefit card. This, uh, this covers physicals and stuff like that. I understand that. Now when I get my COBRA, I don't, I don't know if you know, or if you work with COBRA, would it be like a substantial amount like if it was regular insurance or will it be a little bit more nominal than regular insurance? That's my question. Um, no, honestly, I really don't know the answer to that question. Um, that may be a question to ask 90 Degree Benefits. I can a- Mm-hmm. I can provide you with their telephone number so you can ask them specifically. Yeah, and I'll just give them a call tomorrow. I mean, I don't foresee it being like, like crazy, crazy because this is like a, uh, like I said, when I got

this benefit with my, with the company that, um, uh, let my employment go- Mm-hmm. ... it was very nominal. And so she... I was thinking like perhaps because when I called I, and then that's when I found out I could keep it at this rate, you know, and then she said COBRA will be sending me a letter eventually, you know, uh, after I think six or four weeks into it, something like that. Yes. So yeah, give me the, the 90 Degree Benefit line. Um, yeah, so their telephone number is 800- Mm-hmm. ... 833- Mm-hmm. ... 4296 and it's option one to speak with a representative. Okay. Let me make sure I get it back to you. 800-833-4296? Correct. Yes, ma'am. Okay. Oh, okay. All right, thank you very much, Mr. Justin. I'll give them a call. I, I'll probably just wait 'til the letter arrives, that way it may be like, um, like it may be what I'm trying to explain to you. So it may not even worth a call before I get the letter in the mail. Okay? Certainly, yes. And you do that... Oh, on my, on my uh, address, do you have apartment 104? Because that's important too. Uh, yes, ma'am. I do. 164. Uh, okay. Yeah, 104, because sometimes, uh, I work for a company and they can't never get the apartment number in there. I never heard of such, you know, so I was going round and round during tax season every year trying to get my W-2s. All right, thank you very much. And you have a great 2025, Mr. Justin. You do the same, okay, Pamela? All right, you take care. All right. Bye-bye.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits Center Card. This is Justin. How can I help you today?

Speaker speaker\_2: Oh, great, Justin. Uh, my name is Pamela Brown and I spoke to one of your customer service reps on, um, I think it was the 26th of December.

Speaker speaker\_1: Uh-huh.

Speaker speaker\_2: And she told me, she told me to call back the 30th to make another payment, and I completely forgot with the holidays, so I need to make two payments today.

Speaker speaker\_1: Okay. Um, what's the staffing agency you work for?

Speaker speaker\_2: Surge. S-U-R-G-E.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: 2949.

Speaker speaker\_1: And for security purposes, can you verify your home address, including city, state and zip code, Ms. Brown?

Speaker speaker\_2: Yes, ma'am... Yes, sir. Uh, 4600 West Broadway. That's Louisville, Kentucky. 40211-3180.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: 01/16/1967.

Speaker speaker\_1: And a good telephone number have 502-407-6705.

Speaker speaker\_2: Yes, that's it. can't hear a speakerphone.

Speaker speaker\_1: And the email address is bbsr158@yahoo?

Speaker speaker\_2: That's it, uh-huh.

Speaker speaker\_1: Okay, so let's see here. Let me get this direct payment set up for you.

Speaker speaker\_2: Yeah, she said when COBRA sends me the letter and then that's when I'll, I'll, uh, I'll just deal with COBRA then, she said.

Speaker speaker\_1: Correct. Yes, ma'am.

Speaker speaker\_2: Oh, thank you, Mr. Justin.

Speaker speaker\_1: Mm-hmm. And just to confirm, the same address we have on file is the same as your billing address?

Speaker speaker\_2: Yes. Uh-huh.

Speaker speaker\_1: Okay. 4600 West Broadway. And the credit card number?

Speaker speaker\_2: Okay, let me give it to you. Uh, 4430-4100-386-8061.

Speaker speaker\_1: And the expiration date?

Speaker speaker\_2: Expiration date is, uh, let's see here, 03/27.

Speaker speaker\_1: And the CVC number?

Speaker speaker\_2: Uh, 291.

Speaker speaker\_1: Okay, so let's see here. I'm gonna go ahead and process the direct payment of \$33.60.

Speaker speaker\_2: Okay. Put that down. 33.60 cents.

Speaker speaker\_1: Correct.

Speaker speaker\_2: Okay. Thank you very much. Now, so I'll call back next Monday on time. I apologize for that.

Speaker speaker\_1: No worries. Um, it said invalid card number. Uh, will you confirm the card number for me one more time?

Speaker speaker\_2: Yeah, absolutely. Uh, 4430-4100-3816-8061.

Speaker speaker\_1: So I was missing the one after the eight and before the six, so let me go ahead and retry that.

Speaker speaker\_2: Okay. Okay, thank you.

Speaker speaker\_1: Okay, so payment was successful.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, is there anything else I can do together with you, Ms. Brown?

Speaker speaker\_2: No, that's it. And so next Monday just call you back and make that payment for my benefits?

Speaker speaker\_1: Correct. Yes, ma'am.

Speaker speaker\_2: Okay, Mr. Justin. Thank you for your time and I will definitely do it, uh, next Monday. So it's always on a Monday, right?

Speaker speaker\_1: Correct. Yes, ma'am.

Speaker speaker\_2: W- okay, great. Uh, and then I will await that letter too from, uh, the company. Let me ask you something very quickly. Uh-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... now, um, now I know this is a pre- uh, pre- um, uh, pre- preventive maintenance with this benefit card. This, uh, this covers physicals and stuff like that. I understand that. Now when I get my COBRA, I don't, I don't know if you know, or if you work with COBRA, would it be like a substantial amount like if it was regular insurance or will it be a little bit more nominal than regular insurance? That's my question.

Speaker speaker\_1: Um, no, honestly, I really don't know the answer to that question. Um, that may be a question to ask 90 Degree Benefits. I can a-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: I can provide you with their telephone number so you can ask them specifically.

Speaker speaker\_2: Yeah, and I'll just give them a call tomorrow. I mean, I don't foresee it being like, like crazy, crazy because this is like a, uh, like I said, when I got this benefit with my, with the company that, um, uh, let my employment go-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... it was very nominal. And so she... I was thinking like perhaps because when I called I, and then that's when I found out I could keep it at this rate, you know, and then she said COBRA will be sending me a letter eventually, you know, uh, after I think six or four weeks into it, something like that.

Speaker speaker\_1: Yes.

Speaker speaker\_2: So yeah, give me the, the 90 Degree Benefit line.

Speaker speaker\_1: Um, yeah, so their telephone number is 800-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... 833-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... 4296 and it's option one to speak with a representative.

Speaker speaker\_2: Okay. Let me make sure I get it back to you. 800-833-4296?

Speaker speaker\_1: Correct. Yes, ma'am.

Speaker speaker\_2: Okay. Oh, okay. All right, thank you very much, Mr. Justin. I'll give them a call. I, I'll probably just wait 'til the letter arrives, that way it may be like, um, like it may be what I'm trying to explain to you. So it may not even worth a call before I get the letter in the mail. Okay?

Speaker speaker\_1: Certainly, yes.

Speaker speaker\_2: And you do that... Oh, on my, on my uh, address, do you have apartment 104? Because that's important too.

Speaker speaker\_1: Uh, yes, ma'am. I do.

Speaker speaker\_2: 164. Uh, okay. Yeah, 104, because sometimes, uh, I work for a company and they can't never get the apartment number in there. I never heard of such, you know, so I was going round and round during tax season every year trying to get my W-2s. All right, thank you very much. And you have a great 2025, Mr. Justin.

Speaker speaker\_1: You do the same, okay, Pamela?

Speaker speaker\_2: All right, you take care.

Speaker speaker\_1: All right. Bye-bye.