

Transcript: Justin

Mills-6739828339556352-6105739500634112

Full Transcript

Thank you for calling Benefits in the Card. This is Justin. How can I help you today? Hey, Justin. I was calling to make my premium payment. Okay. What's that staffing agency you work for? MAU at Timely Clark in Beech Island, South Carolina. MAU and the last four of your social? 5683. And what was your first and last name? Kenneth Golfing. And for security purposes, could you verify your home address including city, state and zip code, Kenneth? 1010 Cinquin Road, Beech Island, South Carolina. The zip code is 29842. And confirm your date of birth for me. 06/05/1966. And a good telephone number has 508-2589? Yes, sir. And the email has kenneth66@gmail.com? Yes, sir. Okay. So looking at the calendar, it looks like you've already reached your four weeks of direct payments, um, so you should be receiving information regarding COBRA coverage within the next few days. Okay. And COBRA coverage is through 90 Degree Benefits. And what is that? Um, so COBRA coverage is the exact same coverage that you had through MAU, just with a different insurance carrier. Um, 'cause I do know that after four consecutive weeks of direct payments, it's rolled over to COBRA 'cause we're only allowed to accept four weeks of direct payments if you wanted to maintain coverage. Okay. All right. Thank you. That's all I ne- that's what I needed to know. Okay, thank you, Justin. You're welcome. You have a great day, okay? Thank you. All right, bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in the Card. This is Justin. How can I help you today?

Speaker speaker_1: Hey, Justin. I was calling to make my premium payment.

Speaker speaker_0: Okay. What's that staffing agency you work for?

Speaker speaker_1: MAU at Timely Clark in Beech Island, South Carolina.

Speaker speaker_0: MAU and the last four of your social?

Speaker speaker_1: 5683.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Kenneth Golfing.

Speaker speaker_0: And for security purposes, could you verify your home address including city, state and zip code, Kenneth?

Speaker speaker_1: 1010 Cinquin Road, Beech Island, South Carolina. The zip code is 29842.

Speaker speaker_0: And confirm your date of birth for me.

Speaker speaker_1: 06/05/1966.

Speaker speaker_0: And a good telephone number has 508-2589?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email has kenneth66@gmail.com?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. So looking at the calendar, it looks like you've already reached your four weeks of direct payments, um, so you should be receiving information regarding COBRA coverage within the next few days.

Speaker speaker_1: Okay.

Speaker speaker_0: And COBRA coverage is through 90 Degree Benefits.

Speaker speaker_1: And what is that?

Speaker speaker_0: Um, so COBRA coverage is the exact same coverage that you had through MAU, just with a different insurance carrier. Um, 'cause I do know that after four consecutive weeks of direct payments, it's rolled over to COBRA 'cause we're only allowed to accept four weeks of direct payments if you wanted to maintain coverage.

Speaker speaker_1: Okay. All right. Thank you. That's all I ne- that's what I needed to know. Okay, thank you, Justin.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: Thank you.

Speaker speaker_0: All right, bye-bye.