

Transcript: Malcolm

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Full Transcript

Hey, this is 90 Degree Benefits in a card. This is Malcolm. How can I help you? Hey, how's it going? I'm doing good, man. How about you? I'm doing all right. I don't have too many complaints. How can I help you today, sir? Um, yes, I was trying to see when my next payment was due, uh, for my health insurance. Uh, I'm, I'm paying, like, and it says from a third party. I was working for Megaforce and they offered y'all's health insurance and I left Megaforce. But I'm still paying for, for y'all's health insurance. Each month I send in a check. Okay. So you can only make direct payments up to four times. After making the fourth direct payment, you'll no longer be able to make direct payments. I- I'm talking about- What happened was they used to work- They, they- Are you calling about Cobra? They told me I could send it through 90 Degree, Cobra, yes, sir. All right. So you want to reach out to 90 Degree Benefits. They're the, they're the ones that handle Cobra. We don't do anything with Cobra here. Okay. Yeah. I just- Is that clear on the phone? I thought I was just reaching out to... I thought- I can give it to you whenever you're ready. You were... I didn't mean to cut you off. Were you saying something else? Yeah. I, I felt like I was just on the phone with 90 Degree Benefits and they're sending me to Cobra and then, you know, uh, every time I call Cobra, they kind of send me to 90 Degree. I, I don't know, I'm confused. But, uh- Okay. I'm going to need your account number. I'll take your number though. What's the last four of your Social? Uh, 5076. First name? Uh, Jordan. Last name? Butler. B-U-T-L-E-R. All right. For security purposes, can you verify your address and date of birth for me? Yes, sir. 710 Christopher Drive, Greenville, North Carolina, 27858. And, uh, date of birth, August 27th, 1994. Thank you. Right. So yeah, I'm seeing- So- ... where you called on the 31st. What? Um, about a similar issue. Yeah. I'm just trying to see- Called 90 Degree Benefits. Yep. Just trying to see when the, when my payments due. No, no, I just, I just want to see when my payments due. That's all. Yes, sir. I can give you... So whenever you're ready, I can give you their phone number. Okay. I'm, I'm, I'm ready. All right. So it's 1-800- Uh-huh. ... 833- 4296? Yep. And you want to hit option one to speak with a representative. Got you. All right. Appreciate you, man. No problem. You have a great rest of your week, man. All right. Likewise. Thanks. Thank you. Bye. No problem.

Conversation Format

Speaker speaker_0: Hey, this is 90 Degree Benefits in a card. This is Malcolm. How can I help you?

Speaker speaker_1: Hey, how's it going?

Speaker speaker_0: I'm doing good, man. How about you?

Speaker speaker_1: I'm doing all right. I don't have too many complaints.

Speaker speaker_0: How can I help you today, sir?

Speaker speaker_1: Um, yes, I was trying to see when my next payment was due, uh, for my health insurance. Uh, I'm, I'm paying, like, and it says from a third party. I was working for Megaforce and they offered y'all's health insurance and I left Megaforce. But I'm still paying for, for y'all's health insurance. Each month I send in a check.

Speaker speaker_0: Okay. So you can only make direct payments up to four times. After making the fourth direct payment, you'll no longer be able to make direct payments.

Speaker speaker_1: I- I'm talking about-

Speaker speaker_0: What happened was they used to work-

Speaker speaker_1: They, they-

Speaker speaker_0: Are you calling about Cobra?

Speaker speaker_1: They told me I could send it through 90 Degree, Cobra, yes, sir.

Speaker speaker_0: All right. So you want to reach out to 90 Degree Benefits. They're the, they're the ones that handle Cobra. We don't do anything with Cobra here.

Speaker speaker_1: Okay. Yeah. I just-

Speaker speaker_0: Is that clear on the phone?

Speaker speaker_1: I thought I was just reaching out to... I thought-

Speaker speaker_0: I can give it to you whenever you're ready. You were... I didn't mean to cut you off. Were you saying something else?

Speaker speaker_1: Yeah. I, I felt like I was just on the phone with 90 Degree Benefits and they're sending me to Cobra and then, you know, uh, every time I call Cobra, they kind of send me to 90 Degree. I, I don't know, I'm confused. But, uh-

Speaker speaker_0: Okay. I'm going to need your account number.

Speaker speaker_1: I'll take your number though.

Speaker speaker_0: What's the last four of your Social?

Speaker speaker_1: Uh, 5076.

Speaker speaker_0: First name?

Speaker speaker_1: Uh, Jordan.

Speaker speaker_0: Last name?

Speaker speaker_1: Butler. B-U-T-L-E-R.

Speaker speaker_0: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: Yes, sir. 710 Christopher Drive, Greenville, North Carolina, 27858. And, uh, date of birth, August 27th, 1994.

Speaker speaker_0: Thank you. Right. So yeah, I'm seeing-

Speaker speaker_1: So-

Speaker speaker_0: ... where you called on the 31st.

Speaker speaker_1: What?

Speaker speaker_0: Um, about a similar issue.

Speaker speaker_1: Yeah. I'm just trying to see-

Speaker speaker_0: Called 90 Degree Benefits.

Speaker speaker_1: Yep. Just trying to see when the, when my payments due. No, no, I just, I just want to see when my payments due. That's all.

Speaker speaker_0: Yes, sir. I can give you... So whenever you're ready, I can give you their phone number.

Speaker speaker_1: Okay. I'm, I'm, I'm ready.

Speaker speaker_0: All right. So it's 1-800-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... 833-

Speaker speaker_1: 4296?

Speaker speaker_0: Yep. And you want to hit option one to speak with a representative.

Speaker speaker_1: Got you. All right. Appreciate you, man.

Speaker speaker_0: No problem. You have a great rest of your week, man.

Speaker speaker_1: All right. Likewise. Thanks.

Speaker speaker_0: Thank you. Bye.

Speaker speaker_1: No problem.