

## **Transcript: Estefania**

**Acevedo-4890266779697152-4822687499337728**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. This is Linda Crawford. I just, uh, got off the phone with a representative of you all's. Mm-hmm. Um, I was having problems with my insurance, um, saying they, um... with the vision insurance and you all had connected me to, uh, VSP. And once I got to talking, the phone disconnected. Oh, no. And I can't get them because it's, uh, uh, recorded and you can't reach them. I just need you all to connect me again because I had two insurances VSPs. And, um, two different- Okay. Um, I have to, I have to get in your file to see what we're talking about 'cause we do administrate different agencies. I wouldn't be on top of like... I, I just have to get in your file. What staff and agency do you work for? MAU. And then, what are the last four of your Social? 1590. And I'm gonna need that number too that you all called because there's no way to get through to the number that's on the card. Okay. Um, yeah. I have to look at the notes w- with what the last representative connected you to 'cause I'm not really sure. Um, for security purposes, can you verify your address and date of birth? 637 A.S. in Apple Palmetto Drive, Inman, South Carolina 29349. And your date of birth? 03/20/1964. 864-205-9141 is your phone number? Correct. Okay. Let me... Give me one second while I review your account. They just hung up. You know, like, you know... Hey, so you need to get ahold of MetLife? Is that what I'm hearing? 'Cause it looks like you do have active coverage. Um... Right. Right. And that's through MAU, but I didn't have active coverage through another service. I don't know what they're doing, but I can't get... I can't even use my MAU benefit. Okay. Yeah. And, um... Looks like I do need to connect you. Could you connect me? Yes, ma'am. Do you want the number also just in case your call gets blocked? I... Yeah. Because the number on the card is, it's not doing it. It's... you can't even... it... they don't give you an option to speak to anyone. Okay. Yeah. So, it's gonna be 855-638-3931. And I'm gonna connect you two them, okay? Uh-huh. Thank you. You're welcome.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hi, Stephanie. This is Linda Crawford. I just, uh, got off the phone with a representative of you all's.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Um, I was having problems with my insurance, um, saying they, um... with the vision insurance and you all had connected me to, uh, VSP. And once I got to talking, the phone disconnected.

Speaker speaker\_0: Oh, no.

Speaker speaker\_1: And I can't get them because it's, uh, uh, recorded and you can't reach them. I just need you all to connect me again because I had two insurances VSPs. And, um, two different-

Speaker speaker\_0: Okay. Um, I have to, I have to get in your file to see what we're talking about 'cause we do administrate different agencies. I wouldn't be on top of like... I, I just have to get in your file. What staff and agency do you work for?

Speaker speaker\_1: MAU.

Speaker speaker\_0: And then, what are the last four of your Social?

Speaker speaker\_1: 1590. And I'm gonna need that number too that you all called because there's no way to get through to the number that's on the card.

Speaker speaker\_0: Okay. Um, yeah. I have to look at the notes w- with what the last representative connected you to 'cause I'm not really sure. Um, for security purposes, can you verify your address and date of birth?

Speaker speaker\_1: 637 A.S. in Apple Palmetto Drive, Inman, South Carolina 29349.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 03/20/1964.

Speaker speaker\_0: 864-205-9141 is your phone number?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. Let me... Give me one second while I review your account.

Speaker speaker\_1: They just hung up. You know, like, you know...

Speaker speaker\_0: Hey, so you need to get ahold of MetLife? Is that what I'm hearing? 'Cause it looks like you do have active coverage. Um...

Speaker speaker\_1: Right. Right. And that's through MAU, but I didn't have active coverage through another service. I don't know what they're doing, but I can't get... I can't even use my MAU benefit.

Speaker speaker\_0: Okay. Yeah.

Speaker speaker\_1: And, um...

Speaker speaker\_0: Looks like I do need to connect you.

Speaker speaker\_1: Could you connect me?

Speaker speaker\_0: Yes, ma'am. Do you want the number also just in case your call gets blocked?

Speaker speaker\_1: I... Yeah. Because the number on the card is, it's not doing it. It's... you can't even... it... they don't give you an option to speak to anyone.

Speaker speaker\_0: Okay. Yeah. So, it's gonna be 855-638-3931. And I'm gonna connect you two them, okay?

Speaker speaker\_1: Uh-huh. Thank you.

Speaker speaker\_0: You're welcome.