

## Transcript: Estefania

**Acevedo-4943161882624000-5294015341969408**

### Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hey, how you doing? My name is Jayveona Sampson. I was calling because, um, on February the 12th, I had called and I had got my benefit card emailed to me, and in the email it told me that I could contact the providers or whatever to, you know, like, give me more information, like, my, um, different providers, like who they are and stuff- Mm-hmm. ... and what... And so I had called the, um... I had tried to contact Met- I tried to do MetLife online, but, like, when I clicked this link to re- try to register, like, nothing... Like that's how they told me to type in my company's name. Mm-hmm. That didn't pop up, so I called them and the lady, she asked for the ID number that was on the card, the bene- Mm-hmm. ... I meant to say the group number. Nothing was showing up, pulling me up in there. Then she asked what's the company name and she said it's not even showing that I'm even employed here. Okay, I can check. I have to open your file though, to, like, list- Okay, that's fine. ... your... Um, what staffing agency are you working with? Innovative Staff Solutions. And then what are the last four of your social? 0262. And then for security purposes, can you verify address and date of birth? August 9, 2002, 1035 Warrenton Road, Hermanville, Mississippi 39086. Is 882138548 your phone number? Mm-hmm. And then I have your name, your full name, @outlook.com. Is that safe? Yes. Jayveona Sampson, outlook.com. Okay. Thank you. Give me one second. Let me check. Okay. Give me one second. I'm gonna call MetLife just to make sure that they, that i- you are showing up as active on there, and, um, because right now I'm looking, and you have been active with InsurePlus Enhanced, which is your medical plan, dental and vision since the 10th of this month. So you should have active coverage and showing up in there, and, um, but let me just check real quick. Um, can I put you in a brief hold while I give them a call? Yes, ma'am. Take your time. Okay. Thank you. I'm sorry. You said that you were showing up, but, like, you weren't even popping up in general, right? Yeah, 'cause the lady, when I called, she was, like, asked me what's my name and stuff. Mm-hmm. And I was telling her my name and she was like, "That wasn't poppin' up." I was like, "Well, I have the, you know, group number she uses." Mm-hmm. But it wasn't poppin' up. And it's her vision, right? Yeah, she, like... Yes, ma'am. That's what I called- Okay. ... in regards to the vision 'cause I'm blind. Okay. I can't see. Oh, okay. Okay. I'll be right back then. Yes, ma'am. Oh, wow. Okay. Hello? Uh, yes, ma'am. Um, so I'm gonna have to send a email to our main office to reach out to the carriers, because, um, I'm having trouble pulling you up as well, and I do see on my end that your coverage is active for vision. But for some reason, I'm having trouble pulling you up in their system, so I'm gonna go ahead and send them a email letting them know what's happening. It's probably gonna take probably 24 hours for them to, um, contact me back. Um, once they do, I will give you a call. Is that a good number, the 803-213-8548? It should be 808-213-8548. 8548. Okay. Yeah. So, I'm gonna be sending that email to the main office, um,

letting them know what's happening, and then they should be contacting you back with answers. Okay. Okay? So, I'm gonna be sending that email and then, um, hopefully they do contact me today. If not, it'll probably be tomorrow. I'll be giving you a call, and if you don't answer for some reason, I'll be, um, leaving you a voice message as well. Okay. Okay? Did you have any questions regarding anything? Uh, no, ma'am. All right. Okay. So, I'll be sending that email. Thank you. You're welcome. Have a nice day. You too. You too.

## 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: Hey, how you doing? My name is Jayveona Sampson. I was calling because, um, on February the 12th, I had called and I had got my benefit card emailed to me, and in the email it told me that I could contact the providers or whatever to, you know, like, give me more information, like, my, um, different providers, like who they are and stuff-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... and what... And so I had called the, um... I had tried to contact Met- I tried to do MetLife online, but, like, when I clicked this link to re- try to register, like, nothing... Like that's how they told me to type in my company's name.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: That didn't pop up, so I called them and the lady, she asked for the ID number that was on the card, the bene-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... I meant to say the group number. Nothing was showing up, pulling me up in there. Then she asked what's the company name and she said it's not even showing that I'm even employed here.

Speaker speaker\_0: Okay, I can check. I have to open your file though, to, like, list-

Speaker speaker\_1: Okay, that's fine.

Speaker speaker\_0: ... your... Um, what staffing agency are you working with?

Speaker speaker\_1: Innovative Staff Solutions.

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

Speaker speaker\_1: 0262.

Speaker speaker\_0: And then for security purposes, can you verify address and date of birth?

Speaker speaker\_1: August 9, 2002, 1035 Warrenton Road, Hermanville, Mississippi 39086.

Speaker speaker\_0: Is 882138548 your phone number?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: And then I have your name, your full name, @outlook.com. Is that safe?

Speaker speaker\_1: Yes. Jayveona Sampson, outlook.com.

Speaker speaker\_0: Okay. Thank you. Give me one second. Let me check. Okay. Give me one second. I'm gonna call MetLife just to make sure that they, that i- you are showing up as active on there, and, um, because right now I'm looking, and you have been active with InsurePlus Enhanced, which is your medical plan, dental and vision since the 10th of this month. So you should have active coverage and showing up in there, and, um, but let me just check real quick. Um, can I put you in a brief hold while I give them a call?

Speaker speaker\_1: Yes, ma'am. Take your time.

Speaker speaker\_0: Okay. Thank you. I'm sorry. You said that you were showing up, but, like, you weren't even popping up in general, right?

Speaker speaker\_1: Yeah, 'cause the lady, when I called, she was, like, asked me what's my name and stuff.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: And I was telling her my name and she was like, "That wasn't poppin' up." I was like, "Well, I have the, you know, group number she uses."

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: But it wasn't poppin' up.

Speaker speaker\_0: And it's her vision, right?

Speaker speaker\_1: Yeah, she, like... Yes, ma'am. That's what I called-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... in regards to the vision 'cause I'm blind.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I can't see.

Speaker speaker\_0: Oh, okay. Okay. I'll be right back then.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Oh, wow. Okay. Hello? Uh, yes, ma'am. Um, so I'm gonna have to send a email to our main office to reach out to the carriers, because, um, I'm having trouble pulling you up as well, and I do see on my end that your coverage is active for vision. But for some reason, I'm having trouble pulling you up in their system, so I'm gonna go ahead and send them a email letting them know what's happening. It's probably gonna take probably 24 hours for them to, um, contact me back. Um, once they do, I will give you a call. Is that a good number, the 803-213-8548? It should be 808-213-8548. 8548. Okay. Yeah. So, I'm gonna be

sending that email to the main office, um, letting them know what's happening, and then they should be contacting you back with answers. Okay. Okay? So, I'm gonna be sending that email and then, um, hopefully they do contact me today. If not, it'll probably be tomorrow. I'll be giving you a call, and if you don't answer for some reason, I'll be, um, leaving you a voice message as well. Okay. Okay? Did you have any questions regarding anything? Uh, no, ma'am. All right. Okay. So, I'll be sending that email. Thank you. You're welcome. Have a nice day. You too. You too.