Transcript: Estefania Acevedo-5255113106309120-5572387004530688

Full Transcript

Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you? Um, yeah, I just, um, I wanted to ask a question about, um, my vision benefits. Okay. What was your question? Oh, um, I didn't if you had to, like, look up me or anything. Um, I was curious if I c- like, find out how much, um, would be covered for, like, lenses for glasses? Okay. So, something like that, who would actually let you know is the provider. So you would actually have to contact MetLife and they would actually notify you. Um, because there's so much I can see on the guide and it's not gonna tell me specifically how much is gonna be covered. So, you would actually have to speak to MetLife. Oh, okay. Um- Would you like their phone number? Sure. Okay. Let me know when you're ready. Um, I'm ready. That's gonna be 800-615-1883. And then what staffing agency were you working with? Um, Creative Circle. And what are the last four of your Social? Uh, 2794. And for s- security purposes, can you verify your address and date of birth? Uh, 2506 West Walton, Chicago, 60622. And, um, and what else? My n- my name? Uh, date of birth. Is that you? Oh, 09/04/75. Okay. And then 773-209-1964 is your phone number? Yes. Okay. So yeah, I'm looking right now, and you do indeed have vision coverage. So yeah, to find out how much would be covered for lenses, you would have to speak to the carrier, and if you wish I can go ahead and transfer you to them as well. Oh, yeah, that'd be great. Okay. All right, well, I hope you have a great day. They should be able to help you. All right, you too. Mm-hmm. All right, thanks. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you?

Speaker speaker_1: Um, yeah, I just, um, I wanted to ask a question about, um, my vision benefits.

Speaker speaker_0: Okay. What was your question?

Speaker speaker_1: Oh, um, I didn't if you had to, like, look up me or anything. Um, I was curious if I c- like, find out how much, um, would be covered for, like, lenses for glasses?

Speaker speaker_0: Okay. So, something like that, who would actually let you know is the provider. So you would actually have to contact MetLife and they would actually notify you. Um, because there's so much I can see on the guide and it's not gonna tell me specifically how much is gonna be covered. So, you would actually have to speak to MetLife.

Speaker speaker_1: Oh, okay. Um-

Speaker speaker_0: Would you like their phone number?

Speaker speaker_1: Sure.

Speaker speaker_0: Okay. Let me know when you're ready.

Speaker speaker_1: Um, I'm ready.

Speaker speaker_0: That's gonna be 800-615-1883. And then what staffing agency were you working with?

Speaker speaker_1: Um, Creative Circle.

Speaker speaker_0: And what are the last four of your Social?

Speaker speaker_1: Uh, 2794.

Speaker speaker_0: And for s- security purposes, can you verify your address and date of birth?

Speaker speaker_1: Uh, 2506 West Walton, Chicago, 60622. And, um, and what else? My n- my name?

Speaker speaker_0: Uh, date of birth.

Speaker speaker_1: Is that you? Oh, 09/04/75.

Speaker speaker_0: Okay. And then 773-209-1964 is your phone number?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So yeah, I'm looking right now, and you do indeed have vision coverage. So yeah, to find out how much would be covered for lenses, you would have to speak to the carrier, and if you wish I can go ahead and transfer you to them as well.

Speaker speaker_1: Oh, yeah, that'd be great.

Speaker speaker_0: Okay. All right, well, I hope you have a great day. They should be able to help you.

Speaker speaker_1: All right, you too.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: All right, thanks. Bye-bye.