

## Transcript: Estefania

**Acevedo-5541686191898624-5835503461777408**

### Full Transcript

Thank you for calling Benefits in the Card. My name is Stephanie, how can I assist you? Hi, my name is Leslie Almara. I'm trying to... I've been... You're the fourth person I've talked to from Benefits in the Card. I went to the eye doctor. They couldn't find the insurance. I called MetLife, they said I'm not in the system. I talked to one of your other really nice people. They, they got ahold of MetLife, they said I'm in the system, I have to call back to that number. I called back to that number, they said I'm not in the system. So I called another person at Benefits in the Card, she got ahold of a live person at MetLife, I had to give her all my information again. She said, "Yes, I have it," and then we got cut off. Then I just called Benefits in the Card, 'cause nobody called me back. Called Benefits in the Card again, she transferred me to some provider phone number, and I don't have that information. I'm not a provider. Okay. Um, let me get in the system to see... I sp- I was the first one that spoke to you, so you ended up calling back. Well, yes. I talked to three or four other people since you. Today. Hmm. Okay. You said you were with Oxburg Global, right? Yes, ma'am. And then what were the last four of your social? 7634. Oh my God, I am so- Yeah, you gave me the number- ... sorry to run you around. You gave me the number to call. You gave me the cards, I appreciated that. That was great. I called that number. I finally got through and I entered all the data, and then I got a person, she said, "You're not in the system." Yeah. That's, that's really weird. 'Cause when I enter your information into MetLife, they give me your name and everything. Well, I, yeah. And then you gave me the, you gave me the phone number, and I re- I really appreciate everything. But I'm like at my wits end right now, because I've spent way too much time on this and I need to get back to work. Um. Mm-hmm. I've been answering emails in between, while I'm on hold. Um, sorry, I'm gonna step outside and get a breath of fresh air. Um, so yeah, so I called that number. I punched in all the information, for some reason it went through, because before it wouldn't even... Dial, dial, dial. And then it got to the person, she goes like, "You're not in the sy-" She asked me all the information again. And then I gave it... And they said, "Well I gave it all in the system." Well, it didn't come up. And then she goes, "Well you're not in the system, that's why it didn't come up." Mm-hmm. And it- That is so weird. Okay. So I'm gonna try to call back again. Yeah. Due to the fact of the calls- I have an impossible system. Due to the fact of the calls- I talked to Pearl. Mm-hmm. Yes, ma'am? Yeah. And Pearl got hold of th- a person at MetLife- Mm-hmm. And I had, she s- she said, "Well, I can't give her the information, you got to give her." So it was like a three-way call. Mm-hmm. So I gave her all the information and she's talking and then the line went dead. Oh my God. So I don't know whether Pearl disconnected, that disconnected all of us, and then that was it. Okay. Then I called back again, and this gal, the other, last gal I talked to, she forwarded my phone number, my, the call to some provider line or something, I don't know. But I mean, it was like I had nothing to give to that. Okay. Okay. Let me try one more time.

Um, due to the fact of the call- Thank you. ... is recorded, I do have to get you to verify your address and your date of birth again. Sure. Address, 1427 Yorkshire Drive, Austin, Texas, 78723. Birthday, May 25th, 1961. Okay. And then 978-273-8508 is your phone number, right? Yeah, yes. Okay. Um, okay. I'm gonna put you in a brief hold and I'm gonna call MetLife again, okay? Okay. Thank you very much. Appreciate it. Welcome. Miss Loslee, are you still there? Yeah. Yeah. Okay. So I finally got a hold of somebody. I'm gonna give you the phone number and I'm gonna transfer you to them as well, just so that what happened earlier- Okay. ... doesn't happen again. Thank you. Hold on one second, let me get a pen. Okay. So the phone number- Okay. She did verify that you are active as well, 'cause I told her, "Can you please because she's, she's been getting the runaround." So it's gonna be 855- Uh-huh. ... 638-... 638- 3931. And I'm gonna transfer you to her as well. And her name is? I didn't catch her name. Oh. But I am gonna tell her that I'm about to merge the call, okay? 855-638-3931. Correct. That's the number I've been calling. Yeah, I'm not sure why they're telling you different stuff. But I finally got somebody, and they did verify that they're seeing you in the system. So, I'm gonna just go ahead and transfer you to her. Oh, thank... And your name again is? My name is Stephanie. Stephanie. Thank you, Stephanie, so much. I mean you can see I've gotten kind of, uh... Yeah. I understand. Yeah, that's what I was telling her, if she could please stay on the line to help you because you have been calling and they've been telling you- Okay. ... different stuff for some weird reason. But I'm gonna just go ahead- Yeah. I- ... because she is seeing you. Okay, great. Thank you so much. I appreciate all your help. Much appreciated. You're welcome. Thank you. Thank you. Hello? Hello? Hello? Hello? Hello? Hi. This is Jessica with the vision insurance. Can I get your name? Jessica, Jessica? Yes, that's my name. I'm sorry, you need a... Jessica. Okay. Hi, my name is Leslie Osmara. Hi, Leslie. Uh, yeah, I understand you have some questions about your vision insurance. Is that right? Yeah. Um, I called. They said- Okay. ... I wasn't in the system. I plugged in all the information, and then I got the reception... the operator or the, the attendant, and then she, uh, she asked-

## Conversation Format

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

Speaker speaker\_1: Hi, my name is Leslie Almara. I'm trying to... I've been... You're the fourth person I've talked to from Benefits in the Card. I went to the eye doctor. They couldn't find the insurance. I called MetLife, they said I'm not in the system. I talked to one of your other really nice people. They, they got ahold of MetLife, they said I'm in the system, I have to call back to that number. I called back to that number, they said I'm not in the system. So I called another person at Benefits in the Card, she got ahold of a live person at MetLife, I had to give her all my information again. She said, "Yes, I have it," and then we got cut off. Then I just called Benefits in the Card, 'cause nobody called me back. Called Benefits in the Card again, she transferred me to some provider phone number, and I don't have that information. I'm not a provider.

Speaker speaker\_0: Okay. Um, let me get in the system to see... I sp- I was the first one that spoke to you, so you ended up calling back.

Speaker speaker\_1: Well, yes. I talked to three or four other people since you. Today.

Speaker speaker\_0: Hmm. Okay. You said you were with Oxburg Global, right?

Speaker speaker\_1: Yes, ma'am.

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

Speaker speaker\_1: 7634.

Speaker speaker\_0: Oh my God, I am so-

Speaker speaker\_1: Yeah, you gave me the number-

Speaker speaker\_0: ... sorry to run you around.

Speaker speaker\_1: You gave me the number to call. You gave me the cards, I appreciated that. That was great. I called that number. I finally got through and I entered all the data, and then I got a person, she said, "You're not in the system."

Speaker speaker\_0: Yeah. That's, that's really weird. 'Cause when I enter your information into MetLife, they give me your name and everything.

Speaker speaker\_1: Well, I, yeah. And then you gave me the, you gave me the phone number, and I re- I really appreciate everything. But I'm like at my wits end right now, because I've spent way too much time on this and I need to get back to work. Um.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: I've been answering emails in between, while I'm on hold. Um, sorry, I'm gonna step outside and get a breath of fresh air. Um, so yeah, so I called that number. I punched in all the information, for some reason it went through, because before it wouldn't even... Dial, dial, dial. And then it got to the person, she goes like, "You're not in the sy-" She asked me all the information again. And then I gave it... And they said, "Well I gave it all in the system." Well, it didn't come up. And then she goes, "Well you're not in the system, that's why it didn't come up."

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: And it-

Speaker speaker\_0: That is so weird. Okay. So I'm gonna try to call back again.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Due to the fact of the calls-

Speaker speaker\_1: I have an impossible system.

Speaker speaker\_0: Due to the fact of the calls-

Speaker speaker\_1: I talked to Pearl.

Speaker speaker\_0: Mm-hmm. Yes, ma'am?

Speaker speaker\_1: Yeah. And Pearl got hold of th- a person at MetLife-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: And I had, she s- she said, "Well, I can't give her the information, you got to give her." So it was like a three-way call.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: So I gave her all the information and she's talking and then the line went dead.

Speaker speaker\_0: Oh my God.

Speaker speaker\_1: So I don't know whether Pearl disconnected, that disconnected all of us, and then that was it.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Then I called back again, and this gal, the other, last gal I talked to, she forwarded my phone number, my, the call to some provider line or something, I don't know. But I mean, it was like I had nothing to give to that.

Speaker speaker\_0: Okay. Okay. Let me try one more time. Um, due to the fact of the call-

Speaker speaker\_1: Thank you.

Speaker speaker\_0: ... is recorded, I do have to get you to verify your address and your date of birth again.

Speaker speaker\_1: Sure. Address, 1427 Yorkshire Drive, Austin, Texas, 78723. Birthday, May 25th, 1961.

Speaker speaker\_0: Okay. And then 978-273-8508 is your phone number, right?

Speaker speaker\_1: Yeah, yes.

Speaker speaker\_0: Okay. Um, okay. I'm gonna put you in a brief hold and I'm gonna call MetLife again, okay?

Speaker speaker\_1: Okay. Thank you very much. Appreciate it.

Speaker speaker\_0: Welcome. Miss Loslee, are you still there?

Speaker speaker\_2: Yeah. Yeah.

Speaker speaker\_0: Okay. So I finally got a hold of somebody. I'm gonna give you the phone number and I'm gonna transfer you to them as well, just so that what happened earlier-

Speaker speaker\_2: Okay.

Speaker speaker\_0: ... doesn't happen again.

Speaker speaker\_2: Thank you. Hold on one second, let me get a pen. Okay.

Speaker speaker\_0: So the phone number-

Speaker speaker\_2: Okay.

Speaker speaker\_0: She did verify that you are active as well, 'cause I told her, "Can you please because she's, she's been getting the runaround." So it's gonna be 855-

Speaker speaker\_2: Uh-huh.

Speaker speaker\_0: ... 638-

Speaker speaker\_3: ... 638-

Speaker speaker\_0: 3931. And I'm gonna transfer you to her as well.

Speaker speaker\_1: And her name is?

Speaker speaker\_0: I didn't catch her name.

Speaker speaker\_1: Oh.

Speaker speaker\_0: But I am gonna tell her that I'm about to merge the call, okay?

Speaker speaker\_1: 855-638-3931.

Speaker speaker\_0: Correct.

Speaker speaker\_1: That's the number I've been calling.

Speaker speaker\_0: Yeah, I'm not sure why they're telling you different stuff. But I finally got somebody, and they did verify that they're seeing you in the system. So, I'm gonna just go ahead and transfer you to her.

Speaker speaker\_1: Oh, thank... And your name again is?

Speaker speaker\_0: My name is Stephanie.

Speaker speaker\_1: Stephanie. Thank you, Stephanie, so much. I mean you can see I've gotten kind of, uh...

Speaker speaker\_0: Yeah. I understand. Yeah, that's what I was telling her, if she could please stay on the line to help you because you have been calling and they've been telling you-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... different stuff for some weird reason. But I'm gonna just go ahead-

Speaker speaker\_1: Yeah. I-

Speaker speaker\_0: ... because she is seeing you.

Speaker speaker\_1: Okay, great. Thank you so much. I appreciate all your help. Much appreciated.

Speaker speaker\_0: You're welcome. Thank you.

Speaker speaker\_1: Thank you.

Speaker speaker\_4: Hello? Hello?

Speaker speaker\_5: Hello? Hello? Hello? Hi. This is Jessica with the vision insurance. Can I get your name?

Speaker speaker\_1: Jessica, Jessica?

Speaker speaker\_5: Yes, that's my name.

Speaker speaker\_1: I'm sorry, you need a... Jessica. Okay. Hi, my name is Leslie Osmara.

Speaker speaker\_5: Hi, Leslie. Uh, yeah, I understand you have some questions about your vision insurance. Is that right?

Speaker speaker\_1: Yeah. Um, I called. They said-

Speaker speaker\_5: Okay.

Speaker speaker\_1: ... I wasn't in the system. I plugged in all the information, and then I got the reception... the operator or the, the attendant, and then she, uh, she asked-