

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hi, my name is Simone Moffitt and I have benefits through you guys. Um, I received my medical and my dental, but I haven't received any updates on my vision. Are you able to look into that for me? Yes, ma'am. And I do wanna clarify, the benefits are actually through your staffing company. We just administer them. Which staffing company are you with? Uh, is it TRC? And what would be the last four of your social and the last name, please? Moffitt and 6353. Please verify your mailing address and your date of birth. 4620 Baldwin Street, Dallas, Texas 75210. And that date of birth? February 20th, 1992. I have best contact, 214-469-4223. Yes. Can I have your email done as ms.simone3@gmail.com? It's simon3, there's no e. All right. Miss Moffitt, from the benefit cards that you receive, is there one of them that had four blue squares on one side and two blue on the other side? Oh, I'm sorry. What'd you say? The cards that I received? Yes, ma'am. Is one of those benefit cards that you receive have four blue squares on one side and two blue squares on the other? Uh... Hmm. Let me see. Oh. They should be blue with the medical square having our logo in there, Benefits in a Card. We need... Is it MetLife or no? Yes, ma'am. So that's actually your medical, preventative and your vision card. So the side that has MetLife- Oh, the MetLife? Mm-hmm. That side, that's specifically your vision policy information. Okay. Hold on. Let me... I'd like to remember where I put, please. ... This say APM. This met- this dental. Yes, ma'am. That is correct. And then there's a Benefit in a Card. They got four squares on it. I remember seeing that. You said, you said one of them is a vision? Yes, ma'am. So the one that has those four blue squares, that has our logo in big, Benefits in a Card, that's your medical preventative card, as well as your vision card. Okay. Okay. I'm, uh, tryna locate it again. I don't remember where I had it. Somewhere. Okay, thank you. I'll look for it and go from there. Of course. If you want, I can also send you a digital copy. Oh, yes. Can you, please? Of course. So I'll send digital copies of both of your cards to your email as well. Thank you so much. That'll help me out. My pleasure. Was there anything else besides from that that we can assist you with today? No, that'll be all. All right. I hope you have a wonderful rest of your day and thank you for giving us a call today. Thank you. You too. My pleasure.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi, my name is Simone Moffitt and I have benefits through you guys. Um, I received my medical and my dental, but I haven't received any updates on my vision. Are you able to look into that for me?

Speaker speaker_0: Yes, ma'am. And I do wanna clarify, the benefits are actually through your staffing company. We just administer them. Which staffing company are you with?

Speaker speaker_1: Uh, is it TRC?

Speaker speaker_0: And what would be the last four of your social and the last name, please?

Speaker speaker_1: Moffitt and 6353.

Speaker speaker_0: Please verify your mailing address and your date of birth.

Speaker speaker_1: 4620 Baldwin Street, Dallas, Texas 75210.

Speaker speaker_0: And that date of birth?

Speaker speaker_1: February 20th, 1992.

Speaker speaker_0: I have best contact, 214-469-4223.

Speaker speaker_1: Yes.

Speaker speaker_0: Can I have your email done as ms.simone3@gmail.com?

Speaker speaker_1: It's simon3, there's no e.

Speaker speaker_0: All right. Miss Moffitt, from the benefit cards that you receive, is there one of them that had four blue squares on one side and two blue on the other side?

Speaker speaker_1: Oh, I'm sorry. What'd you say? The cards that I received?

Speaker speaker_0: Yes, ma'am. Is one of those benefit cards that you receive have four blue squares on one side and two blue squares on the other?

Speaker speaker_1: Uh... Hmm. Let me see. Oh.

Speaker speaker_0: They should be blue with the medical square having our logo in there, Benefits in a Card.

Speaker speaker_1: We need... Is it MetLife or no?

Speaker speaker_0: Yes, ma'am. So that's actually your medical, preventative and your vision card. So the side that has MetLife-

Speaker speaker_1: Oh, the MetLife?

Speaker speaker_0: Mm-hmm. That side, that's specifically your vision policy information.

Speaker speaker_1: Okay. Hold on. Let me... I'd like to remember where I put, please. ... This say APM. This met- this dental.

Speaker speaker_0: Yes, ma'am. That is correct.

Speaker speaker_1: And then there's a Benefit in a Card. They got four squares on it. I remember seeing that. You said, you said one of them is a vision?

Speaker speaker_0: Yes, ma'am. So the one that has those four blue squares, that has our logo in big, Benefits in a Card, that's your medical preventative card, as well as your vision card.

Speaker speaker_1: Okay. Okay. I'm, uh, tryna locate it again. I don't remember where I had it. Somewhere. Okay, thank you. I'll look for it and go from there.

Speaker speaker_0: Of course. If you want, I can also send you a digital copy.

Speaker speaker_1: Oh, yes. Can you, please?

Speaker speaker_0: Of course. So I'll send digital copies of both of your cards to your email as well.

Speaker speaker_1: Thank you so much. That'll help me out.

Speaker speaker_0: My pleasure. Was there anything else besides from that that we can assist you with today?

Speaker speaker_1: No, that'll be all.

Speaker speaker_0: All right. I hope you have a wonderful rest of your day and thank you for giving us a call today.

Speaker speaker_1: Thank you. You too.

Speaker speaker_0: My pleasure.