

## Transcript: Franchesca

**Baez-5877081977569280-5098447356477440**

### Full Transcript

Thank you for calling Benefits ... my name is ... How can I assist you today? Hi. Yes. I was calling to see if, uh, what kind of plan I was on, um, the insurance with y'all, the company. Sure thing. I do have to say we're not the carrier. We only administer the benefits, but I'll let you know who it is that you have the coverage with. Okay. Which company are you with? Uh, BG... And what are the last four- Hold on. I thought you said your 700 and 3... 7023. And what is the last name? Sims. S-I-M-S. Could you please verify your mailing address and date of birth? 1800 Airport Freeway, Bedford, Texas 70222. Um, what else? Date of birth. 6/17/77. I have best contact 817-876-3627 with the email of khasee@gmail.com. Yes. All right. So you have dental and vision. Your dental is with APL, which is American Public Life. And then you have your vision with MetLife. Oh. Okay. MetLife. Um, is there a number to call for them? It depends on which number you're looking for. Is it the one to verify your coverage or just their customer service in general? My coverage. I'm trying to get my contacts. Okay. Now, were you trying to speak with them regarding the benefit cards or just questions that you had? Benefit cards. I need to know my numbers so I can get my contacts. Okay. So that's actually something that we will be the ones to have access to. I just have to place you in a quick hold so that I can download them to send them to your email 'cause I do see here you became- Oh. Awesome. Awesome. Awesome. Mm-hmm. So you can do that for the dental and the, uh, vision as well? Yes, ma'am. Thank you. Thank you. Um, the reason why you're due... Of course. The reason why you still have not gotten your benefit cards is because you just became active last week, May 5th, so they're still en route. I'm gonna place you in a quick hold and I'll be right back. Okay. Thank you. My pleasure. Got 'em. Thank you so much for holding, Ms. Sims. So I send you two PDF files which will be both of those benefit cards. All right. Awesome. Y'all, um, do you do surveys, ma'am? Uh, no. We do not unfortunately. Well, you've been very, very helpful. I appreciate it. Of course. It was a pleasure. I do have to let you know with the... 'Cause I know specifically you were calling for the vision. Yeah. Yeah. Your carrier, MetLife, has two departments, Major Medical Insurance and PPO Limited. Yours is PPO Limited. So make sure that when you are speaking with them, the phone number that's provided for verification on the email I sent you is the one that they're using. That way, they can speak with the correct department to speak about whether or not... There we go. Whether or not they do work with your carrier. And then I'll send you a more detailed information as far as the contact lens and everything, what your specific plan we'll be covering. Okay? Okay. Sounds good. All right. It was a pleasure, Ms. Sims. I hope you enjoy the rest of your weekend. Thank you. You too. Bye-bye. Bye-bye.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits ... my name is ... How can I assist you today?

Speaker speaker\_1: Hi. Yes. I was calling to see if, uh, what kind of plan I was on, um, the insurance with y'all, the company.

Speaker speaker\_0: Sure thing. I do have to say we're not the carrier. We only administer the benefits, but I'll let you know who it is that you have the coverage with.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Which company are you with?

Speaker speaker\_1: Uh, BG...

Speaker speaker\_0: And what are the last four-

Speaker speaker\_1: Hold on. I thought you said your 700 and 3... 7023.

Speaker speaker\_0: And what is the last name?

Speaker speaker\_1: Sims. S-I-M-S.

Speaker speaker\_0: Could you please verify your mailing address and date of birth?

Speaker speaker\_1: 1800 Airport Freeway, Bedford, Texas 70222. Um, what else?

Speaker speaker\_0: Date of birth.

Speaker speaker\_1: 6/17/77.

Speaker speaker\_0: I have best contact 817-876-3627 with the email of khasee@gmail.com.

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. So you have dental and vision. Your dental is with APL, which is American Public Life. And then you have your vision with MetLife.

Speaker speaker\_1: Oh. Okay. MetLife. Um, is there a number to call for them?

Speaker speaker\_0: It depends on which number you're looking for. Is it the one to verify your coverage or just their customer service in general?

Speaker speaker\_1: My coverage. I'm trying to get my contacts.

Speaker speaker\_0: Okay. Now, were you trying to speak with them regarding the benefit cards or just questions that you had?

Speaker speaker\_1: Benefit cards. I need to know my numbers so I can get my contacts.

Speaker speaker\_0: Okay. So that's actually something that we will be the ones to have access to. I just have to place you in a quick hold so that I can download them to send them to your email 'cause I do see here you became-

Speaker speaker\_1: Oh. Awesome. Awesome. Awesome.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: So you can do that for the dental and the, uh, vision as well?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Thank you. Thank you.

Speaker speaker\_0: Um, the reason why you're due... Of course. The reason why you still have not gotten your benefit cards is because you just became active last week, May 5th, so they're still en route. I'm gonna place you in a quick hold and I'll be right back.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: My pleasure.

Speaker speaker\_1: Got 'em.

Speaker speaker\_0: Thank you so much for holding, Ms. Sims. So I send you two PDF files which will be both of those benefit cards.

Speaker speaker\_1: All right. Awesome. Y'all, um, do you do surveys, ma'am?

Speaker speaker\_0: Uh, no. We do not unfortunately.

Speaker speaker\_1: Well, you've been very, very helpful. I appreciate it.

Speaker speaker\_0: Of course. It was a pleasure. I do have to let you know with the... 'Cause I know specifically you were calling for the vision.

Speaker speaker\_1: Yeah. Yeah.

Speaker speaker\_0: Your carrier, MetLife, has two departments, Major Medical Insurance and PPO Limited. Yours is PPO Limited. So make sure that when you are speaking with them, the phone number that's provided for verification on the email I sent you is the one that they're using. That way, they can speak with the correct department to speak about whether or not... There we go. Whether or not they do work with your carrier. And then I'll send you a more detailed information as far as the contact lens and everything, what your specific plan we'll be covering. Okay?

Speaker speaker\_1: Okay. Sounds good.

Speaker speaker\_0: All right. It was a pleasure, Ms. Sims. I hope you enjoy the rest of your weekend.

Speaker speaker\_1: Thank you. You too.

Speaker speaker\_0: Bye-bye.

Speaker speaker\_1: Bye-bye.