

## **Transcript: Francesca**

**Baez-6131840135380992-6009797985353728**

### **Full Transcript**

Thank you for calling Benefits 10 o'Clock. My name is Francesca. How can I assist you today? Yes, I want to know exactly what, um, eye insurance I have through y'all. Okay. And what do I get with the eye insurance? Sure thing, ma'am. What staffing company do you work with? Uh, MAU. What are the last four of your Social? 0600. And the last name? Westbrook. Just for security purposes, please verify your mailing address and date of birth. Uh, I think they're sending it to that one. 113 Worchester Lane, Azleth, North Carolina 29642. And the date of birth? 07-22-88. We have the best phone number to reach you down as 864-420-4975 with the email of ehssuperfan07@yahoo.com. Yes. All right. So Ms. Westbrook, you have a policy of medical, group accident, dental, and vision, and all four of those are PPO limited plans. With the vision specifically, what it will cover will be a \$10 copay for your eye exam, a \$25 copay for your lenses and frames, a \$0 copay for the contact lens fittings, and a yearly allowance of \$130 for your frames. Okay. What is the name of it so when I... Um, if y'all... Okay, well it's easy. I go to America's Best. Is that covered under America's Best? Unfortunately, we do not have the list of the network. I can provide you the phone number and the email of where you can find it. Okay. Um, what, um, what do I tell America's Best Insurance that I have? And they can let me know right then and there? MetLife. MetLife? Okay. I'll look it up because I'm not... I can't renew my license without getting an, a eye exam this year. Understood. So I just... I need to do that. Normally, I just pay like 130 bucks and get three years of free exams and then pay my contacts ou- outright. So thank you. Of course, my pleasure. I'll go ahead and send that information to your email as well just in case. Hope you have a wonderful rest of your day. You too. Bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits 10 o'Clock. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Yes, I want to know exactly what, um, eye insurance I have through y'all.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And what do I get with the eye insurance?

Speaker speaker\_0: Sure thing, ma'am. What staffing company do you work with?

Speaker speaker\_1: Uh, MAU.

Speaker speaker\_0: What are the last four of your Social?

Speaker speaker\_1: 0600.

Speaker speaker\_0: And the last name?

Speaker speaker\_1: Westbrook.

Speaker speaker\_0: Just for security purposes, please verify your mailing address and date of birth.

Speaker speaker\_1: Uh, I think they're sending it to that one. 113 Worchester Lane, Azleth, North Carolina 29642.

Speaker speaker\_0: And the date of birth?

Speaker speaker\_1: 07-22-88.

Speaker speaker\_0: We have the best phone number to reach you down as 864-420-4975 with the email of ehssuperfan07@yahoo.com.

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. So Ms. Westbrook, you have a policy of medical, group accident, dental, and vision, and all four of those are PPO limited plans. With the vision specifically, what it will cover will be a \$10 copay for your eye exam, a \$25 copay for your lenses and frames, a \$0 copay for the contact lens fittings, and a yearly allowance of \$130 for your frames.

Speaker speaker\_1: Okay. What is the name of it so when I... Um, if y'all... Okay, well it's easy. I go to America's Best. Is that covered under America's Best?

Speaker speaker\_0: Unfortunately, we do not have the list of the network. I can provide you the phone number and the email of where you can find it.

Speaker speaker\_1: Okay. Um, what, um, what do I tell America's Best Insurance that I have? And they can let me know right then and there?

Speaker speaker\_0: MetLife.

Speaker speaker\_1: MetLife? Okay. I'll look it up because I'm not... I can't renew my license without getting an, a eye exam this year.

Speaker speaker\_0: Understood.

Speaker speaker\_1: So I just... I need to do that. Normally, I just pay like 130 bucks and get three years of free exams and then pay my contacts ou- outright. So thank you.

Speaker speaker\_0: Of course, my pleasure. I'll go ahead and send that information to your email as well just in case. Hope you have a wonderful rest of your day.

Speaker speaker\_1: You too. Bye.