

Transcript: Justin

Mills-5403095301308416-5492624330801152

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin Huck , and how can I help you today? Hi, yes. Um, I enrolled, um, through my temp agency, and I'm looking at the dashboard, and I am not sure. I mean, I think I'm covered. Um, I signed up for dental and vision, and I just don't know exactly how to get the information for that. Um, yeah. I could possibly email the information to you. What, uh, what's the staffing agency you work for one more time? Okay. Para Staffing or Verus Stella. And the last four of your Social? 5341. And what was your first and last name again? My first name is Diann, D-I-A-N-N. Last name is Spicer, like it sounds, S-P-I-C-E-R. And for security purposes, can you verify the home address, including city, state and zip code, Diann? Sure. Uh, it's 2424 Northwest 59th Street, Apartment 205, Seattle, Washington 98107. And confirm your date of birth? Yeah, 5/1/78. And a good telephone number I have is 253-222-1372? Correct. And the email, I have is diann.spicer@gmail? Yes. Okay. Well, here. Do you mind if I place you on a brief hold while I email you the information? Yeah, that's fine. Okay. Um, it's for me and my husband, right? Correct. I need to make sure we both get it. Okay, perfect. Hello, Diann. You still there? Yes. Awesome. Thank you so much for holding. So, I went ahead and emailed you both your dental and your vision ID cards to the email we had on file. Okay. Email that you should be looking out for- Oh, okay. ... is coming from info@benefitsinacard.com, okay? Okay. Oh, yep. I see it. Let me make sure. And that's for both of us, right? So- Correct, employee plus spouse coverage. Yes, ma'am. Okay. And is there, um... Uh, so it's MetLife Vision. And I just want to make sure, just because, is it... I don't know. I, I have to see who I can go to for these ones. Um, is there, like, a website or something I can look up for, um, who's within network or that kind of thing? Yeah. So the- Um, it looks like- In the email, there are telephone numbers. Um, if you do call them- Mm-hmm. ... and provide them with your zip code, they can give you a list of dental or vision providers in that location. Mm-hmm. Okay. It looks like there's a website too. Um, okay. Okay, great. Um, I will take a look at that then. Is there anything else I could help you with today, Diann? Uh, that's it. I just need my cards. Awesome. You have a wonderful day, okay? Okay. Great, thanks. You too. All right, bye-bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Justin Huck , and how can I help you today?

Speaker speaker_2: Hi, yes. Um, I enrolled, um, through my temp agency, and I'm looking at the dashboard, and I am not sure. I mean, I think I'm covered. Um, I signed up for dental and vision, and I just don't know exactly how to get the information for that.

Speaker speaker_1: Um, yeah. I could possibly email the information to you. What, uh, what's the staffing agency you work for one more time?

Speaker speaker_2: Okay. Para Staffing or Verus Stella.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 5341.

Speaker speaker_1: And what was your first and last name again?

Speaker speaker_2: My first name is Diann, D-I-A-N-N. Last name is Spicer, like it sounds, S-P-I-C-E-R.

Speaker speaker_1: And for security purposes, can you verify the home address, including city, state and zip code, Diann?

Speaker speaker_2: Sure. Uh, it's 2424 Northwest 59th Street, Apartment 205, Seattle, Washington 98107.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: Yeah, 5/1/78.

Speaker speaker_1: And a good telephone number I have is 253-222-1372?

Speaker speaker_2: Correct.

Speaker speaker_1: And the email, I have is diann.spicer@gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Well, here. Do you mind if I place you on a brief hold while I email you the information?

Speaker speaker_2: Yeah, that's fine.

Speaker speaker_1: Okay.

Speaker speaker_2: Um, it's for me and my husband, right?

Speaker speaker_1: Correct.

Speaker speaker_2: I need to make sure we both get it. Okay, perfect.

Speaker speaker_1: Hello, Diann. You still there?

Speaker speaker_2: Yes.

Speaker speaker_1: Awesome. Thank you so much for holding. So, I went ahead and emailed you both your dental and your vision ID cards to the email we had on file.

Speaker speaker_2: Okay.

Speaker speaker_1: Email that you should be looking out for-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... is coming from info@benefitsinacard.com, okay?

Speaker speaker_2: Okay. Oh, yep. I see it. Let me make sure. And that's for both of us, right? So-

Speaker speaker_1: Correct, employee plus spouse coverage. Yes, ma'am.

Speaker speaker_2: Okay. And is there, um... Uh, so it's MetLife Vision. And I just want to make sure, just because, is it... I don't know. I, I have to see who I can go to for these ones. Um, is there, like, a website or something I can look up for, um, who's within network or that kind of thing?

Speaker speaker_1: Yeah. So the-

Speaker speaker_2: Um, it looks like-

Speaker speaker_1: In the email, there are telephone numbers. Um, if you do call them-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... and provide them with your zip code, they can give you a list of dental or vision providers in that location.

Speaker speaker_2: Mm-hmm. Okay. It looks like there's a website too. Um, okay. Okay, great. Um, I will take a look at that then.

Speaker speaker_1: Is there anything else I could help you with today, Diann?

Speaker speaker_2: Uh, that's it. I just need my cards.

Speaker speaker_1: Awesome. You have a wonderful day, okay?

Speaker speaker_2: Okay. Great, thanks. You too.

Speaker speaker_1: All right, bye-bye.

Speaker speaker_2: Bye.