

## **Transcript: Malcolm**

**Nash-5401323601084416-4821307125350400**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Welcome to Benefits in a Card. This is Malcolm. How can I help you? Hi, I was calling... I just got off the phone earlier. Uh, you guys sent me over the email my insurance card. Uh, I'm trying to... I don't know if I'm seeing this correctly. I'm trying to see the vision. Is there supposed to be like a number on there? So it's just like- What do you mean? ... visions, coverages of employee. What employer? What staff of the company do you work for? Partners Personal. Okay. Are you asking if it has a phone number on the card? No, because other one- Go ahead. ... the other one say... I mean, vision, is it, is it just a group number and that's, that's how they run it or? We're not the carrier, so I wouldn't know. The ID card that we provided you with is the only information that we'll have to prov- provide you for. You can call MetLife and they'll probably be able to give you more information than that. Do you have their phone number? Uh, which, which one's that one? Uh. MetLife would be the coverage- Oh. ... the carrier for vision. Okay, thank you. Do you have their phone number? Uh, I think it's on here. It's, uh, 855- Cool. It's 1-800... I1. Yeah, 613. Yes, ma'am. Yes, ma'am. That'll be the phone number. Okay, thank you. No problem. Was there anything else I can help you with today? No, that was all, thanks. No problem. Thanks for calling Benefits in a Card. Hope you have a great holiday. You too. Bye. Thank you. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_2: Welcome to Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker\_3: Hi, I was calling... I just got off the phone earlier. Uh, you guys sent me over the email my insurance card. Uh, I'm trying to... I don't know if I'm seeing this correctly. I'm trying to see the vision. Is there supposed to be like a number on there? So it's just like-

Speaker speaker\_2: What do you mean?

Speaker speaker\_3: ... visions, coverages of employee.

Speaker speaker\_2: What employer? What staff of the company do you work for?

Speaker speaker\_3: Partners Personal.

Speaker speaker\_2: Okay. Are you asking if it has a phone number on the card?

Speaker speaker\_3: No, because other one-

Speaker speaker\_2: Go ahead.

Speaker speaker\_3: ... the other one say... I mean, vision, is it, is it just a group number and that's, that's how they run it or?

Speaker speaker\_2: We're not the carrier, so I wouldn't know. The ID card that we provided you with is the only information that we'll have to prov- provide you for. You can call MetLife and they'll probably be able to give you more information than that. Do you have their phone number?

Speaker speaker\_3: Uh, which, which one's that one? Uh.

Speaker speaker\_2: MetLife would be the coverage-

Speaker speaker\_3: Oh.

Speaker speaker\_2: ... the carrier for vision.

Speaker speaker\_3: Okay, thank you.

Speaker speaker\_2: Do you have their phone number?

Speaker speaker\_3: Uh, I think it's on here. It's, uh, 855-

Speaker speaker\_2: Cool. It's 1-800...

Speaker speaker\_3: I1. Yeah, 613.

Speaker speaker\_2: Yes, ma'am. Yes, ma'am. That'll be the phone number.

Speaker speaker\_3: Okay, thank you.

Speaker speaker\_2: No problem. Was there anything else I can help you with today?

Speaker speaker\_3: No, that was all, thanks.

Speaker speaker\_2: No problem. Thanks for calling Benefits in a Card. Hope you have a great holiday.

Speaker speaker\_3: You too. Bye.

Speaker speaker\_2: Thank you. Bye.