Transcript: Malcolm Nash-6135030946775040-6003776041566208

Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? How you doing, Malcolm? My name's Timothy H., and, uh, I currently have insurance through y'all, uh, specifically the Vision, and I've tried to use it a couple times at, uh, once at Walmart, and once at another, uh, independent vision store, and it keep- they keep telling me they don't recognize it. So I was trying to figure out where can I go to use it? So you are you here for the vision? Yeah, I mean, I have it. It's paid for. I've had it for two months now. So you want to go to metlife.com? That website will tell you what- Okay. Well, vision doctors in the area that take the insurance. Okay, that's... What was that website again? Metlife.com. Okay, I will go check that out. Thank you. Mm-hmm. No problem, sir. Thanks for calling Benefits in the Card.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Card. This is Malcolm, how can I help you?

Speaker speaker_1: How you doing, Malcolm? My name's Timothy H., and, uh, I currently have insurance through y'all, uh, specifically the Vision, and I've tried to use it a couple times at, uh, once at Walmart, and once at another, uh, independent vision store, and it keep- they keep telling me they don't recognize it. So I was trying to figure out where can I go to use it?

Speaker speaker_0: So you are you here for the vision?

Speaker speaker_1: Yeah, I mean, I have it. It's paid for. I've had it for two months now.

Speaker speaker_0: So you want to go to metlife.com? That website will tell you what-

Speaker speaker_1: Okay.

Speaker speaker_0: Well, vision doctors in the area that take the insurance.

Speaker speaker_1: Okay, that's... What was that website again?

Speaker speaker_0: Metlife.com.

Speaker speaker_1: Okay, I will go check that out. Thank you.

Speaker speaker_0: Mm-hmm. No problem, sir. Thanks for calling Benefits in the Card.