

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Hi. I was calling to see if I can get some information on my, uh, vision policy. Who do you work for, sir? Uh, MAU Workforce. May I have the last four digits of your social? 3604. 3604. Your first and last name, sir? Anthony Brand. Thank you. Mr. Brand, for security reasons, just to make sure we are in the correct file, can we please verify your complete address and date of birth? My address is 108 Box Cross Court, Easley, South Carolina, 29640. The birthday's 10/21/87. Thank you for the information. We have a telephone number of 551-3444-0885 and your email is your first name, your last name, @yahoo.com? Correct. And what is it, uh, wrong with your benefits, sir? I mean, uh, what is wrong- I'm just trying to figure out... Uh, I want, I wanna get h- see how much my allowance is for my vision, um- It's \$130. Is it... And they- For each year. Is that including contacts or is that, uh, contacts and glasses? No, you will need to use either or. Yeah, yeah. Um- So it will cover contacts? Awesome. Let me- Um. ... make sure I hear you. I'm sorry, I didn't mean to cut you off. No. Let me talk, just double check what they said about the can- the contacts. I know there's no co- I believe it's they have no copay. Let's see. Yeah, un- um, no copay for contacts and it's 100... It says here frame allowance is a 130, but, um, you could verify that with the... When you get to the doctor. We don't have like a- Okay. ... whole breakdown of the benefits. Gotcha. And what else can we need? Um, are you able to, uh... That'd be it. Are you able to see, um... To send me like a, a list of who's in network around me? Can you email me- Let me see. ... something like that? Let me see if we will... If we go to MetLife... Give me one second so I could give you the correct website 'cause we, we do not have that information. You have to go through MetLife, um, website but let me make sure. So MetLife is who, who our- Your provider, yeah. ... insurance through? Mm-hmm. Okay. I'll call arou- I'll call Walmart and see if they have MetLife. I believe Walmart, uh, is part of them. Um- Okay. Yeah, you go to metlife.com, my benefits... /mybenefits and you will be able to see there which one are closest to you. Gotcha. Okay. All right. Yeah. Yeah, I'll give, uh, Walmart a call and see if they, uh, can get us in. No problem. Is there anything else- Uh. ... I can do for you? Uh, I believe that'll be it. All right. Thank you for giving us a call. Have a great rest of the day. Thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi. I was calling to see if I can get some information on my, uh, vision policy.

Speaker speaker_0: Who do you work for, sir?

Speaker speaker_1: Uh, MAU Workforce.

Speaker speaker_0: May I have the last four digits of your social?

Speaker speaker_1: 3604.

Speaker speaker_0: 3604. Your first and last name, sir?

Speaker speaker_1: Anthony Brand.

Speaker speaker_0: Thank you. Mr. Brand, for security reasons, just to make sure we are in the correct file, can we please verify your complete address and date of birth?

Speaker speaker_1: My address is 108 Box Cross Court, Easley, South Carolina, 29640. The birthday's 10/21/87.

Speaker speaker_0: Thank you for the information. We have a telephone number of 551-3444-0885 and your email is your first name, your last name, @yahoo.com?

Speaker speaker_1: Correct.

Speaker speaker_0: And what is it, uh, wrong with your benefits, sir? I mean, uh, what is wrong-

Speaker speaker_1: I'm just trying to figure out... Uh, I want, I wanna get h- see how much my allowance is for my vision, um-

Speaker speaker_0: It's \$130.

Speaker speaker_1: Is it... And they-

Speaker speaker_0: For each year.

Speaker speaker_1: Is that including contacts or is that, uh, contacts and glasses?

Speaker speaker_0: No, you will need to use either or.

Speaker speaker_1: Yeah, yeah.

Speaker speaker_0: Um-

Speaker speaker_1: So it will cover contacts? Awesome.

Speaker speaker_0: Let me-

Speaker speaker_1: Um.

Speaker speaker_0: ... make sure I hear you.

Speaker speaker_1: I'm sorry, I didn't mean to cut you off.

Speaker speaker_0: No. Let me talk, just double check what they said about the can- the contacts. I know there's no co- I believe it's they have no copay. Let's see. Yeah, un- um, no copay for contacts and it's 100... It says here frame allowance is a 130, but, um, you could verify that with the... When you get to the doctor. We don't have like a-

Speaker speaker_1: Okay.

Speaker speaker_0: ... whole breakdown of the benefits.

Speaker speaker_1: Gotcha.

Speaker speaker_0: And what else can we need?

Speaker speaker_1: Um, are you able to, uh... That'd be it. Are you able to see, um... To send me like a, a list of who's in network around me? Can you email me-

Speaker speaker_0: Let me see.

Speaker speaker_1: ... something like that?

Speaker speaker_0: Let me see if we will... If we go to MetLife... Give me one second so I could give you the correct website 'cause we, we do not have that information. You have to go through MetLife, um, website but let me make sure.

Speaker speaker_1: So MetLife is who, who our-

Speaker speaker_0: Your provider, yeah.

Speaker speaker_1: ... insurance through?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay. I'll call arou- I'll call Walmart and see if they have MetLife.

Speaker speaker_0: I believe Walmart, uh, is part of them. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: Yeah, you go to metlife.com, my benefits... /mybenefits and you will be able to see there which one are closest to you.

Speaker speaker_1: Gotcha. Okay. All right.

Speaker speaker_0: Yeah.

Speaker speaker_1: Yeah, I'll give, uh, Walmart a call and see if they, uh, can get us in.

Speaker speaker_0: No problem. Is there anything else-

Speaker speaker_1: Uh.

Speaker speaker_0: ... I can do for you?

Speaker speaker_1: Uh, I believe that'll be it.

Speaker speaker_0: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_0: Bye.