

Transcript: Pamela

Blanc-5918280053342208-5425592879202304

Full Transcript

Thank you for calling Benefits and Records. This is Sandra speaking. How can I help you? Yes, I recently took out your insurance and I'm trying to find out about my vision insurance. Can you tell me what visi- what company it is? You say you receive... I couldn't hear you well, ma'am. I haven't received my insurance card yet. Okay. And I need to know what the name of the vision insurance is so that I can check with my eye doctor to see if they accept it. It's through MetLife. MetLife? Yes, ma'am. Okay. Thank you. All right, thank you for calling Benefits and Records. Have a great rest of the day.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Records. This is Sandra speaking. How can I help you?

Speaker speaker_1: Yes, I recently took out your insurance and I'm trying to find out about my vision insurance. Can you tell me what visi- what company it is?

Speaker speaker_0: You say you receive... I couldn't hear you well, ma'am.

Speaker speaker_1: I haven't received my insurance card yet.

Speaker speaker_0: Okay.

Speaker speaker_1: And I need to know what the name of the vision insurance is so that I can check with my eye doctor to see if they accept it.

Speaker speaker_0: It's through MetLife.

Speaker speaker_1: MetLife?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: All right, thank you for calling Benefits and Records. Have a great rest of the day.