

Transcript: Sara

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Todd Phillips. Hello, sir. How may I help you? I've been trying to get my insurance activated. This is the third day now. 'Cause I'm trying to get- Okay. ... glasses. I'm trying to get glasses- Okay. ... through MetLife. That's who I have, that's how you deal with on your eye, eyeglasses. And- Yes, MetLife covers, uh, vision. Yes, sir. And they keep telling me they don't have any info. And I've done everything you guys have asked me, so... And then the lady told me she was going to call me back and she has never called me back yet. From Innovative. Okay. Okay. Let me check that for you. Okay, thank you. May I have please... You're welcome. May I have please the, you say Innovative? Innovative Staff Solutions? Yep. And may I have the last four of your Social? 1512. Thank you very much. So Todd Phillips. And just for security purposes, can you please verify your address and date of birth? 12376 Campground Road, Cloverdale, Indiana, 46120. 10-28-1965. Email, todd8822@gmail.com? Correct. And phone number, 352-209-6298? Correct. Thank you very much. Okay. Your coverage became active last Monday. Um, okay, let me check these notes here. Okay. What I know is deductions were, um... I mean, your coverage became active last Monday. Uh, let me see if the coverage is active already on the other platform. May I put you on hold just for a minute, sir? Yes. Thank you very much. Hello, Mr. Phillips. Yeah. Thank you for waiting, sir. Okay. I have here that there was an email sent, uh, yesterday to the main office, but they haven't re- returned it. I mean, they haven't responded yet. So it's still early in the morning. I'm assuming they may respond later on. And once we get any information back, I will be giving you a call. But at this moment, I have no answer. Well, bummer. Because I already paid my... This was supposed to be active from, like, when I began work almost a month ago. And then I made a payment just this week, last week. I mean, I, you know, I know you can't do anything, but I'm just letting you know, why, you know, why is this... You know, does this happen a lot? No, not really. Um, it usually... MetLife usually takes a little bit longer or the vision coverage, not only MetLife, any company with vision coverage, it usually takes a little bit longer. But, uh, your coverage- Longer for what? It's been active, it's been active for a month. Sir, we're... No, no, no, no, no. Your coverage became active yesterday, uh, two days ago, on the 18th. The first deduction was made on the 15th. And that they got deduction covers from the 18 ahead. Yeah. But if- Did you see any other deductions? There must be taxes. See, see... No, see, when I got hired by Innovative Staffs, they said my- Mm-hmm. ... insurance began, like, October something. It's now November. I mean, why d- Uh. I made a payment, and then now it's just become active? I mean, you know, I'm not trying to bug you or anything. I'm just asking questions. No, no, no. I understand you. Of course, I understand you. Look at this. And it's supposed to have been active, like, when I started working, and now they're making me wait. I'm, I've been to

W-Walmart for four days in a row trying to get glasses, which I need very bad. And I just- What is- I need, I need them to hurry up. I mean- I, I understand you. ... I need them to do something. Well, from our end, what I can tell you is, the first deduction was to cover the period from the 18th to the 24th. We receive... I mean, your coverage became active on the 18th, not before. We haven't received any other, uh, deduction before that. So that's why your coverage just became active last, uh, M-Monday. Okay. There is no other deductions before that. So it usually... When your coverage became active, you must receive the ID cards by the end of that week because Monday is when they start processing the ID cards, tollies and numbers, all that. The- Yeah, I have the ID card and all that. And then when I... Here's another problem I'm having. When I go to MetLife- Yes. ... they don't recognize Innovative Staffing Solutions. I have to put in Chiyoda, but I don't work for Chiyoda. I work at Chiyoda, but I work for Innovative. Yes, I got you completely. Okay. Let, le- let, that's weird. Let me check that. That's really weird. 'Cause I put in... When I do the MetLife thing to try and get in on the app, it tells me... It does everything, but then when I finally get in, it says, "We don't have any info on me." Because it asks what company, and when I say Innovative, they say, "There's no company called Innovative." Or, you know, they tell me, "They don't have a company." Then when I put Chiyoda in, it says okay, but then it tells me, "We don't have any info on you." So that could be- Then- ... a problem there, too. I don- I don't know. I'm just, you know, I'm trying to find out where I need to go ask. No, no. That was- That was the email that was sent to the main office yesterday. Uh, she explained everything on, uh, on that email, uh, stating that, um, you are not showing in MetLife system, but I couldn't f- Okay. ... do, do, do. Yes. Uh, um, um, we're just waiting for information back from the main office because of, we don't have that access to all that information. We only have a limited access as a customer service representative. But once we get that information- Yeah, I under- I understand that. ... back, once we get that information back, um, Mr. Phillips, uh, we will be giving you a call. Either my coworker, the one that you talked with yesterday, or me. So they'll, they'll just get it back sometime, like, it'll be back today, or could be tomorrow, or the next day, or? We- hopefully today. But, um, I cannot tell you for sure, 100% sure it's going to be today, but hopefully we'll get information back today. 'Cause, I mean, you, you work there. You know how fast, you know, like, wherever you sent the email responds usually. That's what I'm asking, you know? Is it a day, two days? Yes. They usually... Okay, because we don't have that access, so we contact the main office, and they're the ones who contact MetLife. So we don't have access to contact them directly, you know, like a general someone. Okay. So, uh, uh, we're just waiting for them to answer us back. Okay. That, that sounds good. All right. I just need glasses. I need glasses, ma'am- All right. ... so I'm trying to hurry this up. Yeah, no, I mean, if you're paying for the service, obviously you want to have that service. So I fully- Yeah. ... understand that, sir. So- Okay. Well- But once we get, once we get this, uh, information back, uh, we will be giving you a call fSAs. Awesome. All right. Well, you have a great day. You as well, sir. Thank you. Thank you for calling Benefits in a Car. Have a wonderful day, sir. You too. Bye. Thank you. Mm-hmm. Bye-bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes.

Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please?

Todd Phillips. Hello, sir. How may I help you? I've been trying to get my insurance activated. This is the third day now. 'Cause I'm trying to get- Okay. ... glasses. I'm trying to get glasses- Okay. ... through MetLife. That's who I have, that's how you deal with on your eye, eyeglasses. And- Yes, MetLife covers, uh, vision. Yes, sir. And they keep telling me they don't have any info. And I've done everything you guys have asked me, so... And then the lady told me she was going to call me back and she has never called me back yet. From Innovative. Okay. Okay. Let me check that for you. Okay, thank you. May I have please... You're welcome. May I have please the, you say Innovative? Innovative Staff Solutions? Yep. And may I have the last four of your Social? 1512. Thank you very much. So Todd Phillips. And just for security purposes, can you please verify your address and date of birth? 12376 Campground Road, Cloverdale, Indiana, 46120. 10-28-1965. Email, todd8822@gmail.com? Correct. And phone number, 352-209-6298? Correct. Thank you very much. Okay. Your coverage became active last Monday. Um, okay, let me check these notes here. Okay. What I know is deductions were, um... I mean, your coverage became active last Monday. Uh, let me see if the coverage is active already on the other platform. May I put you on hold just for a minute, sir? Yes. Thank you very much. Hello, Mr. Phillips. Yeah. Thank you for waiting, sir. Okay. I have here that there was an email sent, uh, yesterday to the main office, but they haven't re- returned it. I mean, they haven't responded yet. So it's still early in the morning. I'm assuming they may respond later on. And once we get any information back, I will be giving you a call. But at this moment, I have no answer. Well, bummer. Because I already paid my... This was supposed to be active from, like, when I began work almost a month ago. And then I made a payment just this week, last week. I mean, I, you know, I know you can't do anything, but I'm just letting you know, why, you know, why is this... You know, does this happen a lot? No, not really. Um, it usually... MetLife usually takes a little bit longer or the vision coverage, not only MetLife, any company with vision coverage, it usually takes a little bit longer. But, uh, your coverage- Longer for what? It's been active, it's been active for a month. Sir, we're... No, no, no, no, no. Your coverage became active yesterday, uh, two days ago, on the 18th. The first deduction was made on the 15th. And that they got deduction covers from the 18 ahead. Yeah. But if- Did you see any other deductions? There must be taxes. See, see... No, see, when I got hired by Innovative Staffs, they said my- Mm-hmm. ... insurance began, like, October something. It's now November. I mean, why d- Uh. I made a payment, and then now it's just become active? I mean, you know, I'm not trying to bug you or anything. I'm just asking questions. No, no, no. I understand you. Of course, I understand you. Look at this. And it's supposed to have been active, like, when I started working, and now they're making me wait. I'm, I've been to W-Walmart for four days in a row trying to get glasses, which I need very bad. And I just- What is- I need, I need them to hurry up. I mean- I, I understand you. ... I need them to do something. Well, from our end, what I can tell you is, the first deduction was to cover the period from the 18th to the 24th. We receive... I mean, your coverage became active on the 18th, not before. We haven't received any other, uh, deduction before that. So that's why your coverage just became active last, uh, M-Monday. Okay. There is no other deductions before that. So it usually... When your coverage became active, you must receive the ID cards by the end of that week because Monday is when they start processing the ID cards, tollies and numbers, all that. The- Yeah, I have the ID card and all that. And then when

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