

## **Transcript: Sara**

**Marulanda-5167796907884544-5011958448734208**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Francesca Dominguez. I'm sorry? Francesca Dominguez. Francesca Dominguez. Okay. How may I help you? Yeah, I was calling to see what's the name of my vision plan. Okay. Let me get into your account. May I have the name of the agency and the last four of your Social? Partners Personnel, um- Okay. ... 1788. Okay. Ms. Dominguez, and just for security purposes, can you please verify your address and date of birth? Uh, March 11, 1997. And your address? Complete address, please. Uh, 1545 McCool Avenue in Streamwood. Email FDominguez4114@yahoo.com? Yes. Phone number is 998-4403? Yeah. Oh, okay. Thank you very much. Okay. Let me check that for you. Okay. Your vision coverage... Okay. Hold on, please. I'm just waiting for the information to download. It's with MetLife. MetLife? Yes, ma'am. Your coverage just became today's, um, active today, so your ID cards aren't all ready yet. Oh, okay. That's fine. I just want to see because I'm making an appointment, and they asked for what insurance I have. Okay. Would you let me... Oh, okay. Would you like me to provide you with MetLife phone number? Yeah, that's fine. It's 1-855-638-3931. 38... Okay, repeat it. 1-855-638-3931. Okay. Thank you. Okay. You're more than welcome. Anything else that I can help you with? No. That was all. Thanks. All righty, ma'am. Have a great day, and thank you for calling Benefits in a Cart. Thank you. You, too. Bye. Bye.

### **Conversation Format**

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Francesca Dominguez. I'm sorry? Francesca Dominguez. Francesca Dominguez. Okay. How may I help you? Yeah, I was calling to see what's the name of my vision plan. Okay. Let me get into your account. May I have the name of the agency and the last four of your Social? Partners Personnel, um- Okay. ... 1788. Okay. Ms. Dominguez, and just for security purposes, can you please verify your address and date of birth? Uh, March 11, 1997. And your address? Complete address, please. Uh, 1545 McCool Avenue in Streamwood. Email FDominguez4114@yahoo.com? Yes. Phone number is 998-4403? Yeah. Oh, okay. Thank you very much. Okay. Let me check that for you. Okay. Your vision coverage... Okay. Hold on, please. I'm just waiting for the information to download. It's with MetLife. MetLife? Yes, ma'am. Your coverage just became today's, um, active today, so your ID cards aren't all ready yet. Oh, okay. That's fine. I just want to see because I'm making an appointment, and they asked for what insurance I have. Okay. Would you let me... Oh, okay. Would you like me to

provide you with MetLife phone number? Yeah, that's fine. It's 1-855-638-3931. 38... Okay, repeat it. 1-855-638-3931. Okay. Thank you. Okay. You're more than welcome. Anything else that I can help you with? No. That was all. Thanks. All righty, ma'am. Have a great day, and thank you for calling Benefits in a Cart. Thank you. You, too. Bye. Bye.