

## **Transcript: Sara**

**Marulanda-6555420187082752-5574392245043200**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Um, my name is Anne, Anne, uh, Stober, S-T-O-B as in Victor, E-R. Hello, Mrs. Stober. How may I help you? I'm trying to figure out who my vision provider is. Sure. Let me check that for you. May I have the name of the agency and the last four of your Social Security on the system? Yeah. It's AccuForce. And, um, the last four of my Social is 1308. Okay, Mrs. Stober. And just for security purposes, can you please verify your address and date of birth? Um, it's 292 Ellis Road, Watville, Tennessee 37617. My date of birth is 5-28-1971. And is your email anne.stober@ymail.com? It is. And your phone number 423-297-6664? It is. Thank you, ma'am. Okay. You are with MetLife. Um, have you received your ID card already? No. Okay. Let me send you that, uh, to your email, okay? That way you can have it- Okay. ... immediately while you wait for the hard copy. Um- All right. Can I put... Okay, may I put you on hold just for a minute while I do that? I just want to- Sure. ... verify with you that you have received it. I'll be right back with you, ma'am. Sure. Thank you. You're welcome. Hello, Mrs. Stober? Yes. Thank you very much. Uh, thank you for waiting. Okay, um, your coverage is not active yet. That's why you have not received your ID card. It will be, it will become active, uh, this coming Monday, the 28th. That same day is when they're going to start processing the policy numbers and ID cards. So it's not going to be on the system until probably Thursday or Friday. Um, if you want, I can send you that, uh, by email, but until next week, Thursday or Friday. Yeah. And I can call on Monday and get like my numbers and stuff? Um, it should... Well, they, they, they start processing that, uh, next Monday, but I don't know if they're going to have it ready for that same day. Yeah. If you can just send that to my email, that'd be great. Sure, sure. I will be... I already annotated the account here, and I will be sending you that. And I will give you a call once I, I send you the ID card. All righty. Thank you very much. You're more than welcome. Other than that, is there anything else that I can help you with? Nope. That's it. All righty, ma'am. So thank you for calling Benefits in a Card. Wish you two have a wonderful day, ma'am. Thank you. Thank you. Bye-bye.

### **Conversation Format**

Speaker None: Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Um, my name is Anne, Anne, uh, Stober, S-T-O-B as in Victor, E-R. Hello, Mrs. Stober. How may I help you? I'm trying to figure out who my vision provider is. Sure. Let me check that for you. May I have the name of the agency and the last four of your Social Security on the system? Yeah. It's AccuForce. And, um, the last four of my Social is 1308. Okay, Mrs. Stober. And just for security purposes, can you please verify your address and

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