

## Transcript: Chris Sofield

(deactivated)-6725297844469760-5531238383697920

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Yes, Chris. My name is Patricia Lewis. I, um, calling about my insurance card with ATC Healthcare Service. Okay, Ms. Lewis. Let me pull your file up. What's the last four of your social? 8342. Thank you. Could you verify your address and date of birth for me, please? Uh, my date of birth is 08/03/61. My address is, uh, 127 Lewis Road, Repton, R-e-t-t-o-n, Alabama 36475. All right, thank you. Phone on file we have is 251-326-4320. Is that correct? Correct. All right. And I'm showing we have an active enrollment for dental, vision and life insurance, all employee only. Uh, okay, and what que- uh, what questions did you have, ma'am? Well, when, when I was just at the eye, eye doctor just while ago, and I was getting ready to, uh, pay for my glasses and everything. And I tried to use my issuer and they said it's inactive, and they cannot pull me up anywhere in the system. Okay. Um, this, I, this, I possibly might underst- like might know what's going on with that then. But, uh, confirm something for me. The ID card... Mm-hmm. ... that you went to show them. Did it say- Uh-huh. Uh, was it Superior Vision on the ID card? I think, yeah, it, it, it's Superior Vision. Okay. So, when, uh, so starting with the new year, crea-, uh, sorry, AT-ATC stopped, uh, like the, their vision's no longer through Superior Vision. It's now through MetLife. So, that may be why you were told that, um, 'cause technically that Superior Vision card is no longer active. Um, so with that said, to go ahead and get you the information you need as quickly as possible, what I can do is I can email a copy of your MetLife vision card, uh, to your- Mm-hmm. ... email address on file. Um- Okay. Confirm that we've got that as cowpatty\_99@yahoo.com? Uh-huh. Okay. So yeah, we'll go ahead and send the, uh, the new, the new card over to your email address. This will come from, again, um, the, this will come from info@benefitsandacard.com. If you don't see this in your- Okay. ... inbox, just check your spam folder. It might have gotten filtered there. Uh, just show them that card, and they should be able to, they should be able to run your vision insurance, okay? So what about my, um, my, uh, life insurance and my, uh- Mm-hmm. ... bills? Nothing, nothing changed with those. The only policy that changed was vision. Okay. All right. Anything else? Oh, yeah. Oh, could you tell me how much they pay on, on the glasses? It sh- uh, there's, there's no change with the actual coverage. The only change is- Mm-hmm. ... that it's now through MetLife instead of Superior Vision. Mm-hmm. Oh, okay. Oh, I guess this is it. All right. All right, anything else? No, sir. Hey, how are you? All right. Thanks again for calling and have a wonderful day. Hold on. Hold, hold on a minute. Hold on a minute. Yeah. It's kinda... Oh, it's kinda, uh, it's kinda like running together. It's like it's so tiny. I'm, uh, what does it... Uh, is that a card? Ye- yes, ma'am. That is the, that is the image of the ID card. Yes, ma'am. That image is kinda like stuff on top of everything and on top of everything. That's two apple pies. Ma'am? Two apple pies. It was two apple pies with this order. We didn't have apple pie. Huh? I need two apple pies.

We don't have those. Let me see. Yeah. So unfortunately, that's the only copy of that that we would have access to. The only other thing I could possibly do is give you- Yeah. We don't have them. ... the phone number to MetLife for further assistance. Okay. Um, let me get the phone number down. That's gonna be 855... Hold on 636... 855. 638. 638. 3931. 3931. And then it's MetLife. Can I hear the 10 I just said? Yes, ma'am. Let's see. Okay. Thank you. You're welcome. Thanks again for calling and have a good day. Okay.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker\_2: Yes, Chris. My name is Patricia Lewis. I, um, calling about my insurance card with ATC Healthcare Service.

Speaker speaker\_1: Okay, Ms. Lewis. Let me pull your file up. What's the last four of your social?

Speaker speaker\_2: 8342.

Speaker speaker\_1: Thank you. Could you verify your address and date of birth for me, please?

Speaker speaker\_2: Uh, my date of birth is 08/03/61. My address is, uh, 127 Lewis Road, Repton, R-e-t-t-o-n, Alabama 36475.

Speaker speaker\_1: All right, thank you. Phone on file we have is 251-326-4320. Is that correct?

Speaker speaker\_2: Correct.

Speaker speaker\_1: All right. And I'm showing we have an active enrollment for dental, vision and life insurance, all employee only. Uh, okay, and what que- uh, what questions did you have, ma'am?

Speaker speaker\_2: Well, when, when I was just at the eye, eye doctor just while ago, and I was getting ready to, uh, pay for my glasses and everything. And I tried to use my issuer and they said it's inactive, and they cannot pull me up anywhere in the system.

Speaker speaker\_1: Okay. Um, this, I, this, I possibly might underst- like might know what's going on with that then. But, uh, confirm something for me. The ID card...

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... that you went to show them. Did it say-

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: Uh, was it Superior Vision on the ID card?

Speaker speaker\_2: I think, yeah, it, it, it's Superior Vision.

Speaker speaker\_1: Okay. So, when, uh, so starting with the new year, crea-, uh, sorry, AT-ATC stopped, uh, like the, their vision's no longer through Superior Vision. It's now through MetLife. So, that may be why you were told that, um, 'cause technically that Superior Vision card is no longer active. Um, so with that said, to go ahead and get you the information you need as quickly as possible, what I can do is I can email a copy of your MetLife vision card, uh, to your-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... email address on file. Um-

Speaker speaker\_2: Okay.

Speaker speaker\_1: Confirm that we've got that as cowpatty\_99@yahoo.com?

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: Okay. So yeah, we'll go ahead and send the, uh, the new, the new card over to your email address. This will come from, again, um, the, this will come from info@benefitsandacard.com. If you don't see this in your-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... inbox, just check your spam folder. It might have gotten filtered there. Uh, just show them that card, and they should be able to, they should be able to run your vision insurance, okay?

Speaker speaker\_2: So what about my, um, my, uh, life insurance and my, uh-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... bills?

Speaker speaker\_1: Nothing, nothing changed with those. The only policy that changed was vision.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. Anything else?

Speaker speaker\_2: Oh, yeah. Oh, could you tell me how much they pay on, on the glasses?

Speaker speaker\_1: It sh- uh, there's, there's no change with the actual coverage. The only change is-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... that it's now through MetLife instead of Superior Vision.

Speaker speaker\_2: Mm-hmm. Oh, okay. Oh, I guess this is it.

Speaker speaker\_1: All right. All right, anything else?

Speaker speaker\_2: No, sir.

Speaker speaker\_3: Hey, how are you?

Speaker speaker\_1: All right. Thanks again for calling and have a wonderful day.

Speaker speaker\_2: Hold on. Hold, hold on a minute. Hold on a minute.

Speaker speaker\_1: Yeah.

Speaker speaker\_2: It's kinda... Oh, it's kinda, uh, it's kinda like running together. It's like it's so tiny. I'm, uh, what does it... Uh, is that a card?

Speaker speaker\_1: Ye- yes, ma'am. That is the, that is the image of the ID card. Yes, ma'am.

Speaker speaker\_2: That image is kinda like stuff on top of everything and on top of everything. That's two apple pies.

Speaker speaker\_3: Ma'am?

Speaker speaker\_2: Two apple pies. It was two apple pies with this order.

Speaker speaker\_3: We didn't have apple pie.

Speaker speaker\_2: Huh? I need two apple pies.

Speaker speaker\_3: We don't have those. Let me see.

Speaker speaker\_1: Yeah. So unfortunately, that's the only copy of that that we would have access to. The only other thing I could possibly do is give you-

Speaker speaker\_2: Yeah.

Speaker speaker\_3: We don't have them.

Speaker speaker\_1: ... the phone number to MetLife for further assistance.

Speaker speaker\_2: Okay. Um, let me get the phone number down.

Speaker speaker\_1: That's gonna be 855...

Speaker speaker\_2: Hold on 636... 855.

Speaker speaker\_1: 638.

Speaker speaker\_2: 638.

Speaker speaker\_1: 3931.

Speaker speaker\_2: 3931. And then it's MetLife.

Speaker speaker\_3: Can I hear the 10 I just said?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Let's see. Okay. Thank you.

Speaker speaker\_1: You're welcome. Thanks again for calling and have a good day.

Speaker speaker\_2: Okay.