

## **Transcript: Estefania**

**Acevedo-5173004556746752-5879839337136128**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yes. I'm calling to see if my policy has been activated yet. Okay. I know you guys said that you were waiting on payment from my employer. Mm-hmm. So I'm just trying to- Okay, yeah. I can check to see. Okay. What staffing agency is it? Uh, FOCUS. Okay. And then what are the last four of your social? 4266. For security purposes, can you verify address and date of birth? 2358 South Roanoke Avenue, Springfield, Missouri, 65807. And date of birth is February 21st, 1980. And then I have 417-242-0417 as your phone number. That is correct. And eyway290@gmail.com, is that a today... That is correct as well. So yeah, you became active, uh, today, actually. Today's your first day of active coverage. You should be getting your cards probably by Friday. If it's not this Friday, it'll be next. And they should be electronically ready by Thursday. Oh, okay, 'cause they did say that I would receive it by email before I received it in the mail. Correct, yes. Um, the only thing is some people think that we automatically send them over. Since we, uh, do administrate different agencies around the nation, you would have to be the one to call and request it. But if you want, I can be checking throughout the week to see if it's available. Um, normally it's, if I'm honest, they're not ready 'til Thursday. So if you want, I can leave my cell a note, and once they're ready on Thursday, I'll go ahead and email them to the email on file. And I can give you a call to notify you. Well, if they, if they are ready before Thursday, can you please send them? Yeah. If- Because I lost my glasses and I'm trying to replace my glasses- Oh. ... 'cause I can't see shit. Oh, no. Okay, yeah. So I'll be checking throughout the week. Um, but like I said, normally it's ready by Thursday. But I will check, um, throughout the week to see if at least a policy number is ready. And if the policy number is ready, I'll just go ahead and provide that to you as well. Um, I'll still send it through. B- Hey, but you know what? When I, when I spoke to, um, the lady I spoke to last Thursday, when I synced it deducted out of my paycheck- Mm-hmm. ... she said that even if I don't have the physical card or the electronic copy- Yeah. ... the eye doctor should be able to run my name and pull it up in their system. Is that true? Yes, but I did ask, and normally, apparently you're not gonna show up as active with MetLife 'til typically by Wednesday. So by the 7th. And typically- Um... ... the policy numbers are ready. Let me make sure. Wait, 'cause I did have the- You said with- ... client- With, with MetLife. Yeah. MetLife is the carrier for your vision plan. Okay, so who is Superior Vision? Uh, that used to be the carrier before MetLife. They're no longer a carrier within the system. Sorry. Okay, but now it's... Okay. Mm-hmm. Okay. Can you, can you do some, um, brief research for me if possible? Could you tell me, does... 'Cause I think MetLife is who I had before with my previous employer, but I can't remember 'cause it was... I got those glasses, like, over a year ago. But do they, um, do they cover, um, Pearle Vision and LensCrafters? Ooh, so that would be a question for the carrier, um, so for MetLife. And I have their phone number if you would wanna ask. Um, yeah. Let me

get a pen really quick. Oh, as a matter of fact... Uh... Um, give me one second. Okay. And what's that phone number? MetLife phone number. It is 855... Uh-huh. 61- I'm sorry. 638- 638. 39... Mm-hmm. 3931. So 855- 3931. ... 638-3931. And then I'm looking right now, and it usually takes 40 hours for you to show up as active. So since you became active today, they're usually able to find you in the system by Thursday. So it sounds like typically, like, when the card and the policy number's ready. Um, if the policy number's ready by Wednesday, I can give you a call to provide it to you, and then on Thursday I can send it to your email. Okay, that would be wonderful. Mm-hmm. All right. Thank you so much. You're welcome. Have a nice day. You too.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Yes. I'm calling to see if my policy has been activated yet.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I know you guys said that you were waiting on payment from my employer.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: So I'm just trying to-

Speaker speaker\_0: Okay, yeah. I can check to see.

Speaker speaker\_1: Okay.

Speaker speaker\_0: What staffing agency is it?

Speaker speaker\_1: Uh, FOCUS.

Speaker speaker\_0: Okay. And then what are the last four of your social?

Speaker speaker\_1: 4266.

Speaker speaker\_0: For security purposes, can you verify address and date of birth?

Speaker speaker\_1: 2358 South Roanoke Avenue, Springfield, Missouri, 65807. And date of birth is February 21st, 1980.

Speaker speaker\_0: And then I have 417-242-0417 as your phone number.

Speaker speaker\_1: That is correct.

Speaker speaker\_0: And eyway290@gmail.com, is that a today...

Speaker speaker\_1: That is correct as well.

Speaker speaker\_0: So yeah, you became active, uh, today, actually. Today's your first day of active coverage. You should be getting your cards probably by Friday. If it's not this Friday, it'll be next. And they should be electronically ready by Thursday.

Speaker speaker\_1: Oh, okay, 'cause they did say that I would receive it by email before I received it in the mail.

Speaker speaker\_0: Correct, yes. Um, the only thing is some people think that we automatically send them over. Since we, uh, do administrate different agencies around the nation, you would have to be the one to call and request it. But if you want, I can be checking throughout the week to see if it's available. Um, normally it's, if I'm honest, they're not ready 'til Thursday. So if you want, I can leave my cell a note, and once they're ready on Thursday, I'll go ahead and email them to the email on file. And I can give you a call to notify you.

Speaker speaker\_1: Well, if they, if they are ready before Thursday, can you please send them?

Speaker speaker\_0: Yeah. If-

Speaker speaker\_1: Because I lost my glasses and I'm trying to replace my glasses-

Speaker speaker\_0: Oh.

Speaker speaker\_1: ... 'cause I can't see shit.

Speaker speaker\_0: Oh, no. Okay, yeah. So I'll be checking throughout the week. Um, but like I said, normally it's ready by Thursday. But I will check, um, throughout the week to see if at least a policy number is ready. And if the policy number is ready, I'll just go ahead and provide that to you as well. Um, I'll still send it through.

Speaker speaker\_1: B- Hey, but you know what? When I, when I spoke to, um, the lady I spoke to last Thursday, when I synced it deducted out of my paycheck-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... she said that even if I don't have the physical card or the electronic copy-

Speaker speaker\_0: Yeah.

Speaker speaker\_1: ... the eye doctor should be able to run my name and pull it up in their system. Is that true?

Speaker speaker\_0: Yes, but I did ask, and normally, apparently you're not gonna show up as active with MetLife 'til typically by Wednesday. So by the 7th. And typically-

Speaker speaker\_1: Um...

Speaker speaker\_0: ... the policy numbers are ready. Let me make sure. Wait, 'cause I did have the-

Speaker speaker\_1: You said with-

Speaker speaker\_0: ... client-

Speaker speaker\_1: With, with MetLife.

Speaker speaker\_0: Yeah. MetLife is the carrier for your vision plan.

Speaker speaker\_1: Okay, so who is Superior Vision?

Speaker speaker\_0: Uh, that used to be the carrier before MetLife. They're no longer a carrier within the system. Sorry.

Speaker speaker\_1: Okay, but now it's... Okay.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Okay. Can you, can you do some, um, brief research for me if possible? Could you tell me, does... 'Cause I think MetLife is who I had before with my previous employer, but I can't remember 'cause it was... I got those glasses, like, over a year ago. But do they, um, do they cover, um, Pearle Vision and LensCrafters?

Speaker speaker\_0: Ooh, so that would be a question for the carrier, um, so for MetLife. And I have their phone number if you would wanna ask.

Speaker speaker\_1: Um, yeah. Let me get a pen really quick. Oh, as a matter of fact... Uh... Um, give me one second. Okay. And what's that phone number?

Speaker speaker\_0: MetLife phone number. It is 855...

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: 61- I'm sorry. 638-

Speaker speaker\_1: 638.

Speaker speaker\_0: 39... Mm-hmm. 3931. So 855-

Speaker speaker\_1: 3931.

Speaker speaker\_0: ... 638-3931. And then I'm looking right now, and it usually takes 40 hours for you to show up as active. So since you became active today, they're usually able to find you in the system by Thursday. So it sounds like typically, like, when the card and the policy number's ready. Um, if the policy number's ready by Wednesday, I can give you a call to provide it to you, and then on Thursday I can send it to your email.

Speaker speaker\_1: Okay, that would be wonderful.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: All right. Thank you so much.

Speaker speaker\_0: You're welcome. Have a nice day.

Speaker speaker\_1: You too.