

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you? Hi, Stephanie. My name is Ben Dufftimer and I signed up for vision benefits through my employer, and for whatever reason, um, the MetLife website is not, um, I, I guess letting me log into it. Um, what were you trying to do? Were you trying to find like providers? Um, no. I, I guess I, I was trying to see if it was activated yet, because, um, I put in for it. I, I just started maybe, uh, seven weeks ago with this company. Mm-hmm. Oh, okay. And I signed, uh, yeah, I signed up for it probably right before the end of my 30 day. Um, and, yeah, they said it would take a couple of weeks to process. Mm-hmm. Yes, sir. And I was just going in to see if it was active, yeah. I could check for you. Um, what's the staffing agency that you're currently with? Yeah, so a lot came up and I did my best, but it's called Oxford, O-X- Okay. ... F-O-R-D. And it's Oxford Group, but I've also seen them go as Oxford Global Resources too. Yes. So... They have two names. Um... Okay. And then, what's the, the last four of your social? 8931. Okay, thank you. All right. Mm-hmm. For security purposes, could you please verify your full address as well as your date of birth? Yes, uh, 11576 and, uh, 2761 Cranford Road, Columbus, Ohio 43221. Thank you. Is your phone number still the 614-802-9576? Yes. Then I have your first initial of your first name, your last name, @gmail.com. Is that up to date? You got it, yep. Okay, let me see if it's active. So yeah, it looks like you became active on December 30th. So that's just your second- Oh, wow. Okay. ... week. Oh yeah. Yeah, so you currently have active coverage for your vision. Did you, did, um, did you ever get your card by any chance, your vision card? I did not, no. Okay, and then that is the right address, right, that you just gave me? 'Cause that's what I have as well. Uh, yeah. If you didn't get it, I can go ahead and, um, send you another one and I can go ahead and send you your vision card via email. And then on that same email, there's gonna be the phone number of the providers. Okay. Would you like me to do that? That'd be great. Yeah, if you don't mind, that'd be great. Okay. Um, while I send you that, can I put you on a brief hold while I send all of that out to your email? Sure can. Okay, thank you. I'll be right back. Yeah. Okay, sir, thank you for your hold. So I went ahead and got, um, that card emailed to your email file and I went ahead and got your card ready to be mailed out. So you should be getting that within, like, seven to 10 business days. And I don't know if you could verify if you've received that email. Yeah, I can. Um, I'm gonna put you on speaker just so I can see my phone in my email. Okay. And then it should be coming from an email that says info@benefitsandacard.com. Okay. Yep, I see it and, um... Yep. It's in a PDF file, Benefits in a Card. Yep, I got it. All right, and then the physical one you should be receiving it within, like, seven to 10 business days. All right, perfect. I appreciate your help, Stephanie. Thank you. You're welcome. Have a nice day. You too. Thanks. Bye. Okay. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Hi, Stephanie. My name is Ben Dufftimer and I signed up for vision benefits through my employer, and for whatever reason, um, the MetLife website is not, um, I, I guess letting me log into it.

Speaker speaker_1: Um, what were you trying to do? Were you trying to find like providers?

Speaker speaker_2: Um, no. I, I guess I, I was trying to see if it was activated yet, because, um, I put in for it. I, I just started maybe, uh, seven weeks ago with this company.

Speaker speaker_1: Mm-hmm. Oh, okay.

Speaker speaker_2: And I signed, uh, yeah, I signed up for it probably right before the end of my 30 day. Um, and, yeah, they said it would take a couple of weeks to process.

Speaker speaker_1: Mm-hmm. Yes, sir.

Speaker speaker_2: And I was just going in to see if it was active, yeah.

Speaker speaker_1: I could check for you. Um, what's the staffing agency that you're currently with?

Speaker speaker_2: Yeah, so a lot came up and I did my best, but it's called Oxford, O-X-

Speaker speaker_1: Okay.

Speaker speaker_2: ... F-O-R-D. And it's Oxford Group, but I've also seen them go as Oxford Global Resources too.

Speaker speaker_1: Yes.

Speaker speaker_2: So...

Speaker speaker_1: They have two names. Um...

Speaker speaker_2: Okay .

Speaker speaker_1: And then, what's the, the last four of your social?

Speaker speaker_2: 8931.

Speaker speaker_1: Okay, thank you. All right.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: For security purposes, could you please verify your full address as well as your date of birth?

Speaker speaker_2: Yes, uh, 11576 and, uh, 2761 Cranford Road, Columbus, Ohio 43221.

Speaker speaker_1: Thank you. Is your phone number still the 614-802-9576?

Speaker speaker_2: Yes.

Speaker speaker_1: Then I have your first initial of your first name, your last name, @gmail.com. Is that up to date?

Speaker speaker_2: You got it, yep.

Speaker speaker_1: Okay, let me see if it's active. So yeah, it looks like you became active on December 30th. So that's just your second-

Speaker speaker_2: Oh, wow. Okay.

Speaker speaker_1: ... week.

Speaker speaker_2: Oh yeah.

Speaker speaker_1: Yeah, so you currently have active coverage for your vision. Did you, did, um, did you ever get your card by any chance, your vision card?

Speaker speaker_2: I did not, no.

Speaker speaker_1: Okay, and then that is the right address, right, that you just gave me? 'Cause that's what I have as well.

Speaker speaker_2: Uh, yeah.

Speaker speaker_1: If you didn't get it, I can go ahead and, um, send you another one and I can go ahead and send you your vision card via email. And then on that same email, there's gonna be the phone number of the providers.

Speaker speaker_2: Okay.

Speaker speaker_1: Would you like me to do that?

Speaker speaker_2: That'd be great. Yeah, if you don't mind, that'd be great.

Speaker speaker_1: Okay. Um, while I send you that, can I put you on a brief hold while I send all of that out to your email?

Speaker speaker_2: Sure can.

Speaker speaker_1: Okay, thank you. I'll be right back.

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay, sir, thank you for your hold. So I went ahead and got, um, that card emailed to your email file and I went ahead and got your card ready to be mailed out. So you should be getting that within, like, seven to 10 business days. And I don't know if you could verify if you've received that email.

Speaker speaker_3: Yeah, I can. Um, I'm gonna put you on speaker just so I can see my phone in my email.

Speaker speaker_1: Okay. And then it should be coming from an email that says info@benefitsandacard.com.

Speaker speaker_3: Okay. Yep, I see it and, um... Yep. It's in a PDF file, Benefits in a Card. Yep, I got it.

Speaker speaker_1: All right, and then the physical one you should be receiving it within, like, seven to 10 business days.

Speaker speaker_3: All right, perfect. I appreciate your help, Stephanie. Thank you.

Speaker speaker_1: You're welcome. Have a nice day.

Speaker speaker_3: You too. Thanks.

Speaker speaker_1: Bye.

Speaker speaker_3: Okay. Bye-bye.