

Transcript: Estefania

Acevedo-5433257700933632-4790184360853504

Full Transcript

Thank you for calling Benefits on a Card. My name's Stephanie. How can I assist you? Hi, Stephanie. Uh, my name's Sabrina. I have a policy with y'all, and, um, the agency that I, I work through, um, I actually didn't work with them last week, and- Mm-hmm. ... I had an eye exam yesterday, and I just want to go ahead and see if I can pay- Mm-hmm. ... the, uh, the vision ben- uh, the vision benefits for last week so I can make sure that service gets covered. Okay. Yeah, that's fine. Um, which staffing agency are you with? Creative Circle. And then what are the last four of your Social? 3164. For security purposes, um, can you please verify the address that I have on file as well as the date of birth? Sure. 3940 Beach Street, Apartment one, 4871. Um, and then- Mm-hmm. ... the rest of the address is Cincinnati, Ohio, 45227. And then- Okay. Yeah. And your date of birth? 4-8-71. 617-835-5204 is your phone number? Yes. And then I have two emails. I have sabrina@thankyouandjoy.com and then sabrinagilmour@gmail.com. Is that up to date? Yes. Okay. And then you said you wanted to pay for next... last week? Um, yeah, last week's vision benefits, if that's what I need to do to get yesterday's, um, coverage. So I was gonna tell you that you actually do have active coverage for the week of the 10th to the 16th as well as this week. Okay, perfect. So I don't need to- Mm-hmm. ... do anything then? Because- Nope. Yeah, those benefits weren't paid because I didn't work. So in the past, um, that has been a problem, uh. Yeah. No, but you, you have act- you have had active coverage since you, um, since you s- first got active, it looks like since the 3rd, and ever since, all of those weeks have been active. So you're good, you don't have to pay. Okay, perfect. Thank you. Um, and I also wanted to find out, um, just related to that, I was interested in looking at, uh, getting some frames online and just, yeah, getting some info- Mm-hmm. ... as far as like what, what- Your frame allowance? ... um, exa- is amount allotted? Yes. And can... how do I get- Yeah. ... out my frame online that way? So your frame allowance is, let me see, I believe it's 130, but let me just make sure. Yeah, frame allowance is \$130. Okay. And does that support buying frames online, and what's the process there? That would be something that you would actually have to ask MetLife 'cause I don't have that information, um, but I could provide you their phone number. But I'm pretty sure you should be fine to buy them online. I don't see why it would be an issue, but I would definitely ask the carrier just to be on the safe side. But I know for sure your frame allowance is 130. Sounds great. Thank you. Mm-hmm. And then if you want, I can go ahead and provide that number, and I don't know if you want me to go ahead and transfer your call as well to them. Please. Yep. And then let me know if you're ready for that phone number. I'm ready. It's gonna be number 855-638-3931. Again- Okay. Perfect. Thank you. ... 855-638-3931, just in case your call disconnected, but your frame allowance is 130, okay? Perfect. Thank you so much. You're welcome. I'm gonna go ahead and transfer your call. Have y- hopefully, you have a good day. You too. Thank you. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. My name's Stephanie. How can I assist you?

Speaker speaker_1: Hi, Stephanie. Uh, my name's Sabrina. I have a policy with y'all, and, um, the agency that I, I work through, um, I actually didn't work with them last week, and-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... I had an eye exam yesterday, and I just want to go ahead and see if I can pay-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... the, uh, the vision ben- uh, the vision benefits for last week so I can make sure that service gets covered.

Speaker speaker_0: Okay. Yeah, that's fine. Um, which staffing agency are you with?

Speaker speaker_1: Creative Circle.

Speaker speaker_0: And then what are the last four of your Social?

Speaker speaker_1: 3164.

Speaker speaker_0: For security purposes, um, can you please verify the address that I have on file as well as the date of birth?

Speaker speaker_1: Sure. 3940 Beach Street, Apartment one, 4871. Um, and then-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... the rest of the address is Cincinnati, Ohio, 45227. And then-

Speaker speaker_0: Okay.

Speaker speaker_1: Yeah.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 4-8-71.

Speaker speaker_0: 617-835-5204 is your phone number?

Speaker speaker_1: Yes.

Speaker speaker_0: And then I have two emails. I have sabrina@thankyouandjoy.com and then sabrinagilmour@gmail.com. Is that up to date?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then you said you wanted to pay for next... last week?

Speaker speaker_1: Um, yeah, last week's vision benefits, if that's what I need to do to get yesterday's, um, coverage.

Speaker speaker_0: So I was gonna tell you that you actually do have active coverage for the week of the 10th to the 16th as well as this week.

Speaker speaker_1: Okay, perfect. So I don't need to-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... do anything then? Because-

Speaker speaker_0: Nope.

Speaker speaker_1: Yeah, those benefits weren't paid because I didn't work. So in the past, um, that has been a problem, uh.

Speaker speaker_0: Yeah. No, but you, you have act- you have had active coverage since you, um, since you s- first got active, it looks like since the 3rd, and ever since, all of those weeks have been active. So you're good, you don't have to pay.

Speaker speaker_1: Okay, perfect. Thank you. Um, and I also wanted to find out, um, just related to that, I was interested in looking at, uh, getting some frames online and just, yeah, getting some info-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... as far as like what, what-

Speaker speaker_0: Your frame allowance?

Speaker speaker_1: ... um, exa- is amount allotted? Yes. And can... how do I get-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... out my frame online that way?

Speaker speaker_0: So your frame allowance is, let me see, I believe it's 130, but let me just make sure. Yeah, frame allowance is \$130.

Speaker speaker_1: Okay. And does that support buying frames online, and what's the process there?

Speaker speaker_0: That would be something that you would actually have to ask MetLife 'cause I don't have that information, um, but I could provide you their phone number. But I'm pretty sure you should be fine to buy them online. I don't see why it would be an issue, but I would definitely ask the carrier just to be on the safe side. But I know for sure your frame allowance is 130.

Speaker speaker_1: Sounds great. Thank you.

Speaker speaker_0: Mm-hmm. And then if you want, I can go ahead and provide that number, and I don't know if you want me to go ahead and transfer your call as well to them.

Speaker speaker_1: Please.

Speaker speaker_0: Yep. And then let me know if you're ready for that phone number.

Speaker speaker_1: I'm ready.

Speaker speaker_0: It's gonna be number 855-638-3931. Again-

Speaker speaker_1: Okay. Perfect. Thank you.

Speaker speaker_0: ... 855-638-3931, just in case your call disconnected, but your frame allowance is 130, okay?

Speaker speaker_1: Perfect. Thank you so much.

Speaker speaker_0: You're welcome. I'm gonna go ahead and transfer your call. Have y-hopefully, you have a good day.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you.

Speaker speaker_1: Thank you.