

Transcript: Estefania

Acevedo-5522668116033536-4513127698055168

Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?
Stephanie, uh, how you doing? Uh, my name is Perry Rogers. I just called and, and set up my benefits. I just have a quick question. Uh, as far as vision, uh, how much does it, does it cover contacts? Um, so I have to open your file up. Okay. Um, what type of agency do you work for? I work for Verstellio. Okay. And then, what are the last four of your Social? 9407. And then, your first and last name? It's Perry Rogers. R-O-G-E-R-S. For security purposes, could you verify your address in database? 1902 Houston Street, Grand Prairie, Texas 75051, 11/20/1973. Okay, thank you. This is a 24095251. Your phone number? Oh. Oh, I'm sorry. My zip code is 75050. I'm still trying to figure that zip code. Um- That's okay. What you say, man? And then, um, your phone number. Is it the one that ends in 5251? Yes, 6824095251. Okay. And then, you said you had questions regarding the vision plan. Yes. So, the copay for an eye exam is \$10. Co- copay for lenses and frames... I'm sorry. Give me one second. That's... Okay, so for vision... Okay, so for vision, the copay for an eye exam is only \$10. The copay for lenses and frames is \$25, and you have a frame allowance of \$130. Um, since it's not telling me specifically about the contact lens things, I would actually call, uh, the carrier, who is MetLife. MetLife? Okay then. Okay then. And then, I can, I can- Uh-huh. ... provide that phone number if you want. Please, please do. It's gonna be 855- Okay, just a minute. I'm sorry. I'm telling you to do that and then I'm... Uh, just a minute. Yeah, write it down for me. 855... Mm-hmm. Um, 6383931. So, 85... One minute. Lord, this... I'm trying to work it on another phone at the same time. Eight- It's okay. 855- 638- 638- 3931. 39- 31, mm-hmm. 3931. Okay then. All right, thank you, ma'am. You're welcome. Did you have any other questions? Have a good... No, ma'am. Uh, you did great. Thank you. Thank you. Have a nice day. You too. Bye now.

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: Stephanie, uh, how you doing? Uh, my name is Perry Rogers. I just called and, and set up my benefits. I just have a quick question. Uh, as far as vision, uh, how much does it, does it cover contacts?

Speaker speaker_0: Um, so I have to open your file up.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, what type of agency do you work for?

Speaker speaker_1: I work for Verstelllo.

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

Speaker speaker_1: 9407.

Speaker speaker_0: And then, your first and last name?

Speaker speaker_1: It's Perry Rogers. R-O-G-E-R-S.

Speaker speaker_0: For security purposes, could you verify your address in database?

Speaker speaker_1: 1902 Houston Street, Grand Prairie, Texas 75051, 11/20/1973.

Speaker speaker_0: Okay, thank you. This is a 24095251. Your phone number?

Speaker speaker_1: Oh. Oh, I'm sorry. My zip code is 75050. I'm still trying to figure that zip code. Um-

Speaker speaker_0: That's okay.

Speaker speaker_1: What you say, man?

Speaker speaker_0: And then, um, your phone number. Is it the one that ends in 5251?

Speaker speaker_1: Yes, 6824095251.

Speaker speaker_0: Okay. And then, you said you had questions regarding the vision plan.

Speaker speaker_1: Yes.

Speaker speaker_0: So, the copay for an eye exam is \$10. Co- copay for lenses and frames... I'm sorry. Give me one second. That's... Okay, so for vision... Okay, so for vision, the copay for an eye exam is only \$10. The copay for lenses and frames is \$25, and you have a frame allowance of \$130. Um, since it's not telling me specifically about the contact lens things, I would actually call, uh, the carrier, who is MetLife.

Speaker speaker_1: MetLife? Okay then. Okay then.

Speaker speaker_0: And then, I can, I can-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... provide that phone number if you want.

Speaker speaker_1: Please, please do.

Speaker speaker_0: It's gonna be 855-

Speaker speaker_1: Okay, just a minute. I'm sorry. I'm telling you to do that and then I'm... Uh, just a minute. Yeah, write it down for me. 855...

Speaker speaker_0: Mm-hmm. Um, 6383931.

Speaker speaker_1: So, 85... One minute. Lord, this... I'm trying to work it on another phone at the same time. Eight-

Speaker speaker_0: It's okay.

Speaker speaker_1: 855-

Speaker speaker_0: 638-

Speaker speaker_1: 638-

Speaker speaker_0: 3931.

Speaker speaker_1: 39-

Speaker speaker_0: 31, mm-hmm. 3931.

Speaker speaker_1: Okay then. All right, thank you, ma'am.

Speaker speaker_0: You're welcome. Did you have any other questions?

Speaker speaker_1: Have a good... No, ma'am. Uh, you did great. Thank you.

Speaker speaker_0: Thank you. Have a nice day.

Speaker speaker_1: You too. Bye now.