

Transcript: Estefania

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Full Transcript

Hi, you're on the record. Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Stephanie. How can I help you? Now, uh, uh, my name is Antonio Anthony. Okay? Uh- Yes, sir. Yeah, we got a big problem here 'cause I'm working for In- Innovative Tax Solutions. Mm-hmm. They're the company, and you guys seem to be taking money out my check for so-called vision insurance. Only for me to go up there to try to get my eyes examined, and the lady tell me I don't have vision insurance. So I'm trying to see, why would she say that if I have vision insurance? And the lady, the, the lady I was pre- previously on the phone with, with a guy, I think it was a guy, uh, emailed me a picture of a card, but this lady can't pull me up nowhere, through no insurance, nothing. Mm-hmm. Okay. So I'm trying to figure out- Okay. So I'm trying to figure out- Okay. Um- ... why in the world... Um, can I get in your file first though so that I can look at what- Wait. ... we're talking about? Yeah, yeah, yeah. Yeah, yeah. Please, I, I want you to be fully aware of what we're talking about. Okay. I'm trying to figure out what's going on. And then, um, what are the last four- See if I can stay on. ... of your Social? 3344. Okay. Then for security purposes, I do need you to verify your address and your date of birth. 1039 Birkenell Road, Coleman City, 39648. Birth date, 2-18-94. Okay. Then I have 618-314-7205 as your phone number. Yes. And then I have your first name, last name, 49@gmail.com. Is that up to date? That, that's all correct. Okay, and then I'mma put you in a brief hold while I review your account, okay? Uh-huh. Yeah, we gon' get that... We gon' worry about this whole shit. We gon' do this so it's out my... It's not, it doesn't get, it's not in my checking book. You know what the fuck we gonna do? We gonna get red now. I don't give a fuck. This is what y'all... Y'all niggas are here. Hey, hey, I'm getting red now. I don't give a fuck about this shit, man. I don't give a damn. I'm about to be 10, 14, 16 pounds. This is what it look like. Yeah. I don't... It's taking nothing out of my check. It'll turn red now, red now. Okay, thank you for your hold, sir. So I looked at your account, and you indeed do have active coverage for vision. Oh. What number did you call? What number did I call? Yeah. What do you mean? Did you call the num- 'Cause, uh, if you look at your card right now, there's a number that it gives you to call. You're supposed to call that number. Uh, well, the lady at the, um, at the la- eye doctor place, she, I guess she was trying to look me up. Look, uh, look- Mm-hmm. ... look up, uh- Yeah. My insurance. She said she couldn't find anything. But that's what I mean, like what number were you calling? 'Cause you do have to call the number on that card. Um, give me one second. Let me- Yeah, I don't have the actual card. They e- they emailed me- Yeah. Yeah, we can- ... this physical card. Yes, sir. Um, that's what your physical card would look like, but give me one second. Let me pull it up real quick. I'm not sure why she told you that 'cause you do definitely have active coverage. You have medical, dental, term life, vision, group accident and ID experts through your staffing agency. But give me one

second. Let me pull it up real quick. Yeah, 'cause I'm so confused. I'm like 'cause if, if, if she's telling me that... I just stayed in that place a whole hour for her to tell me I don't, I don't have insurance? Like... Yeah, that's frustrating. Okay. Let me pull it up. Yeah, it is frustrating. Especially since it's coming out my check. Yeah. Yeah. But you definitely do have active coverage. Um, I don't know why she would tell you that. Okay, so, um, the number you're actually supposed to call... Let me know when you're ready. It's called MetLife. Hold on. The carrier of the vision that you have is MetLife. And then the provider number... Let me know when you're ready. Yeah, I'm ready. We have a website if you want it as well. But I have the number. What's, what's the- Okay. Okay. Um, so the phone number is 800-615-1883. That's to find the providers. And then for the actual, like, carrier itself, let me know when you're ready for that number. Okay. It's 855-638- Oh. ... 3931. So the first- What number she supposed to call? So the first one's to find providers and the second one is actually for the carrier. So I would call the carriers. The 855 number? Yes. Ma'am? Yes. Okay. Yes, sir. And it's through MetLife, so they ask for the carriers. It's through MetLife, and it's on that card that, um, you got sent earlier as well. Um. Okay. I don't know if it looks small, but it, it shows you the website and the phone number. Right. Okay? And if you have any other questions, you're always welcome to call us back. Okay. And then, um, do you want me to transfer you actually? 'Cause I can transfer you as well. Yeah, y- y- yeah, yeah, yeah, 'cause I'm finna pull back up up here. I'm not... 'Cause that was- Okay. ... that was... Uh, I, that, to me, felt like a waste of time- Yeah. ... and embarrassing as shit. Oh, no. Right. Yeah, that was embarrassing as hell. Okay. They go, this is my little, my only office. And she just, "Oh, yeah, you don't have insurance." I'm like, "What the hell?" Like, what? Yeah, so I would call that carrier. Um, but I'mma go ahead and transfer your call, okay? Mm-hmm. Thank you. Drive around wasted now and shit.

Conversation Format

Speaker speaker_0: Hi, you're on the record.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_0: Stephanie.

Speaker speaker_1: How can I help you?

Speaker speaker_0: Now, uh, uh, my name is Antonio Anthony. Okay? Uh-

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Yeah, we got a big problem here 'cause I'm working for In- Innovative Tax Solutions.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: They're the company, and you guys seem to be taking money out my check for so-called vision insurance. Only for me to go up there to try to get my eyes

examined, and the lady tell me I don't have vision insurance. So I'm trying to see, why would she say that if I have vision insurance? And the lady, the, the lady I was pre- previously on the phone with, with a guy, I think it was a guy, uh, emailed me a picture of a card, but this lady can't pull me up nowhere, through no insurance, nothing.

Speaker speaker_1: Mm-hmm. Okay.

Speaker speaker_0: So I'm trying to figure out-

Speaker speaker_1: Okay.

Speaker speaker_0: So I'm trying to figure out-

Speaker speaker_1: Okay. Um-

Speaker speaker_0: ... why in the world...

Speaker speaker_1: Um, can I get in your file first though so that I can look at what-

Speaker speaker_0: Wait.

Speaker speaker_1: ... we're talking about?

Speaker speaker_0: Yeah, yeah, yeah. Yeah, yeah. Please, I, I want you to be fully aware of what we're talking about.

Speaker speaker_1: Okay.

Speaker speaker_0: I'm trying to figure out what's going on.

Speaker speaker_1: And then, um, what are the last four-

Speaker speaker_0: See if I can stay on.

Speaker speaker_1: ... of your Social?

Speaker speaker_0: 3344.

Speaker speaker_1: Okay. Then for security purposes, I do need you to verify your address and your date of birth.

Speaker speaker_0: 1039 Birkenell Road, Coleman City, 39648. Birth date, 2-18-94.

Speaker speaker_1: Okay. Then I have 618-314-7205 as your phone number.

Speaker speaker_0: Yes.

Speaker speaker_1: And then I have your first name, last name, 49@gmail.com. Is that up to date?

Speaker speaker_0: That, that's all correct.

Speaker speaker_1: Okay, and then I'mma put you in a brief hold while I review your account, okay?

Speaker speaker_0: Uh-huh. Yeah, we gon' get that... We gon' worry about this whole shit. We gon' do this so it's out my... It's not, it doesn't get, it's not in my checking book. You know what the fuck we gonna do? We gonna get red now. I don't give a fuck. This is what y'all... Y'all niggas are here. Hey, hey, I'm getting red now. I don't give a fuck about this shit, man. I don't give a damn. I'm about to be 10, 14, 16 pounds. This is what it look like. Yeah. I don't... It's taking nothing out of my check. It'll turn red now, red now.

Speaker speaker_1: Okay, thank you for your hold, sir. So I looked at your account, and you indeed do have active coverage for vision.

Speaker speaker_0: Oh.

Speaker speaker_1: What number did you call?

Speaker speaker_0: What number did I call?

Speaker speaker_1: Yeah.

Speaker speaker_0: What do you mean?

Speaker speaker_1: Did you call the num- 'Cause, uh, if you look at your card right now, there's a number that it gives you to call. You're supposed to call that number.

Speaker speaker_0: Uh, well, the lady at the, um, at the la- eye doctor place, she, I guess she was trying to look me up. Look, uh, look-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... look up, uh-

Speaker speaker_1: Yeah.

Speaker speaker_0: My insurance. She said she couldn't find anything.

Speaker speaker_1: But that's what I mean, like what number were you calling? 'Cause you do have to call the number on that card. Um, give me one second. Let me-

Speaker speaker_0: Yeah, I don't have the actual card. They e- they emailed me-

Speaker speaker_1: Yeah. Yeah, we can-

Speaker speaker_0: ... this physical card.

Speaker speaker_1: Yes, sir. Um, that's what your physical card would look like, but give me one second. Let me pull it up real quick. I'm not sure why she told you that 'cause you do definitely have active coverage. You have medical, dental, term life, vision, group accident and ID experts through your staffing agency. But give me one second. Let me pull it up real quick.

Speaker speaker_0: Yeah, 'cause I'm so confused. I'm like 'cause if, if, if she's telling me that... I just stayed in that place a whole hour for her to tell me I don't, I don't have insurance? Like...

Speaker speaker_1: Yeah, that's frustrating. Okay. Let me pull it up.

Speaker speaker_0: Yeah, it is frustrating. Especially since it's coming out my check.

Speaker speaker_1: Yeah. Yeah. But you definitely do have active coverage. Um, I don't know why she would tell you that. Okay, so, um, the number you're actually supposed to call... Let me know when you're ready. It's called MetLife.

Speaker speaker_0: Hold on.

Speaker speaker_1: The carrier of the vision that you have is MetLife. And then the provider number... Let me know when you're ready.

Speaker speaker_0: Yeah, I'm ready.

Speaker speaker_1: We have a website if you want it as well. But I have the number.

Speaker speaker_0: What's, what's the-

Speaker speaker_1: Okay.

Speaker speaker_0: Okay.

Speaker speaker_1: Um, so the phone number is 800-615-1883. That's to find the providers. And then for the actual, like, carrier itself, let me know when you're ready for that number.

Speaker speaker_0: Okay.

Speaker speaker_1: It's 855-638-

Speaker speaker_2: Oh.

Speaker speaker_1: ... 3931. So the first-

Speaker speaker_0: What number she supposed to call?

Speaker speaker_1: So the first one's to find providers and the second one is actually for the carrier. So I would call the carriers.

Speaker speaker_0: The 855 number?

Speaker speaker_1: Yes.

Speaker speaker_0: Ma'am?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay.

Speaker speaker_1: Yes, sir. And it's through MetLife, so they ask for the carriers. It's through MetLife, and it's on that card that, um, you got sent earlier as well. Um.

Speaker speaker_0: Okay.

Speaker speaker_1: I don't know if it looks small, but it, it shows you the website and the phone number.

Speaker speaker_0: Right.

Speaker speaker_1: Okay? And if you have any other questions, you're always welcome to call us back.

Speaker speaker_0: Okay.

Speaker speaker_1: And then, um, do you want me to transfer you actually? 'Cause I can transfer you as well.

Speaker speaker_0: Yeah, y- y- yeah, yeah, yeah, 'cause I'm finna pull back up up here. I'm not... 'Cause that was-

Speaker speaker_1: Okay.

Speaker speaker_0: ... that was... Uh, I, that, to me, felt like a waste of time-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... and embarrassing as shit.

Speaker speaker_1: Oh, no.

Speaker speaker_0: Right. Yeah, that was embarrassing as hell.

Speaker speaker_1: Okay.

Speaker speaker_0: They go, this is my little, my only office. And she just, "Oh, yeah, you don't have insurance." I'm like, "What the hell?" Like, what?

Speaker speaker_1: Yeah, so I would call that carrier. Um, but I'mma go ahead and transfer your call, okay?

Speaker speaker_0: Mm-hmm. Thank you. Drive around wasted now and shit.