

## **Transcript: Franchesca**

**Baez-5135868612624384-4548599648403456**

### **Full Transcript**

Thank you for calling... Hello, welcome to... ...MetLife, Francesc. May I assist you? Hey, uh, this is Timothy H. Hello? Yes, sir. How can I help you? Uh, yes, ma'am. Um, I have insurance through y'all and, uh, I've, uh, tried to use it in a couple of different places that have vision and I was trying to get some new glasses, and I went to Walmart and I went to this other place and they don't even recognize the insurance. I was calling to find out where do y'all... Where can I go to, uh, to use the insurance? Okay. I'll have to get it transferred over to MetLife for the provider list. Okay. Bear with me one moment.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling...

Speaker speaker\_1: Hello, welcome to...

Speaker speaker\_0: ...MetLife, Francesc. May I assist you?

Speaker speaker\_2: Hey, uh, this is Timothy H. Hello?

Speaker speaker\_0: Yes, sir. How can I help you?

Speaker speaker\_2: Uh, yes, ma'am. Um, I have insurance through y'all and, uh, I've, uh, tried to use it in a couple of different places that have vision and I was trying to get some new glasses, and I went to Walmart and I went to this other place and they don't even recognize the insurance. I was calling to find out where do y'all... Where can I go to, uh, to use the insurance?

Speaker speaker\_0: Okay. I'll have to get it transferred over to MetLife for the provider list.

Speaker speaker\_2: Okay.

Speaker speaker\_0: Bear with me one moment.