Transcript: Justin Mills-5599592644034560-5926301545218048

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hey, Justin. I'm calling because, um, I got a... I got a text message from the resource and they said I could apply for, um, insurance coverage. Um, yeah, so the text message you received was, like, letting you know that you were eligible to be enrolled in the health insurance. However, I can pull your file for you to confirm if you are enrolled or not. Yeah. Yeah. I actually do need some other stuff 'cause I had, um... I also tried to apply, I, I think I applied for dental. I don't know if I'm paying for it or... But I never got the card for dental, but I have my vision with you guys. Okay, let me check on that. So the resource company... What's the last four of your Social? Uh, 9696. And what was your first and last name? Edwin Samron. And for security purposes, can you verify the home address, including city, state and zip code? Um, it's 537 Foxtrot Drive, North Carolina 27103. And your date of birth? 10/19/2001. And a good telephone number I have is 336-995-3458. Yeah. And the email I have is your first and last name, 717 at iclub. Mm-hmm. Okay, so looking at the file does tell me you are currently enrolled into dental and vision. Um, however, I can email you your dental ID card, if that's what you're wanting. Yeah, 'cause, um, I have the MetLife app, and, um, I got a card, and it says I'm covered for, um, for vision. The card says I'm covered for vision, but it didn't give me my, um, dental, and I was trying to get that situated. Okay, do you mind if I place you on a brief hold while I email that information to you? No, that's fine. Okay. Okay. Hello, Edwin. You still there? Yes. Awesome. Thank you so much for holding. So I went ahead and emailed you your dental ID card to the email we had on file. Um, email that you should be looking out for is coming from my personal work email, so justin@benefitsandacard.com. However, if you don't see it in your inbox, be sure to check the spam or check the junk folder, okay? All righty. Okay. Is there anything- And- ... I can help you out with today? Uh, yeah, when I get that card, I'm gonna be able to, um, add it to my MetLife account, right? Um, so this goes through American Public Life. It's not through MetLife. MetLife is only responsible for vision. Oh, okay. All right. Yeah, you see, that, that's where I was confused. Uh, Justin Mills, right? Yes, sir. Okay, so this is all the information I need to make an appointment? Yes, sir. Um, so there are telephone numbers in there to find providers. All you do, is when you do call them, is provide them with your zip code, okay? Okay. Okay, all right. Appreciate it, man. You're welcome. You have a great day, all right? Thank you. Mm. All right, 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 Benefits on a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hey, Justin. I'm calling because, um, I got a... I got a text message from the resource and they said I could apply for, um, insurance coverage.

Speaker speaker_1: Um, yeah, so the text message you received was, like, letting you know that you were eligible to be enrolled in the health insurance. However, I can pull your file for you to confirm if you are enrolled or not.

Speaker speaker_2: Yeah. Yeah. I actually do need some other stuff 'cause I had, um... I also tried to apply, I, I think I applied for dental. I don't know if I'm paying for it or... But I never got the card for dental, but I have my vision with you guys.

Speaker speaker_1: Okay, let me check on that. So the resource company... What's the last four of your Social?

Speaker speaker_2: Uh, 9696.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Edwin Samron.

Speaker speaker_1: And for security purposes, can you verify the home address, including city, state and zip code?

Speaker speaker_2: Um, it's 537 Foxtrot Drive, North Carolina 27103.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 10/19/2001.

Speaker speaker_1: And a good telephone number I have is 336-995-3458.

Speaker speaker_2: Yeah.

Speaker speaker_1: And the email I have is your first and last name, 717 at iclub.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay, so looking at the file does tell me you are currently enrolled into dental and vision. Um, however, I can email you your dental ID card, if that's what you're wanting.

Speaker speaker_2: Yeah, 'cause, um, I have the MetLife app, and, um, I got a card, and it says I'm covered for, um, for vision. The card says I'm covered for vision, but it didn't give me my, um, dental, and I was trying to get that situated.

Speaker speaker_1: Okay, do you mind if I place you on a brief hold while I email that information to you?

Speaker speaker_2: No, that's fine.

Speaker speaker_1: Okay.

Speaker speaker_2: Okay.

Speaker speaker_1: Hello, Edwin. You still there?

Speaker speaker_2: Yes.

Speaker speaker_1: Awesome. Thank you so much for holding. So I went ahead and emailed you your dental ID card to the email we had on file. Um, email that you should be looking out for is coming from my personal work email, so justin@benefitsandacard.com. However, if you don't see it in your inbox, be sure to check the spam or check the junk folder, okay?

Speaker speaker_2: All righty.

Speaker speaker_1: Okay. Is there anything-

Speaker speaker_2: And-

Speaker speaker_1: ... I can help you out with today?

Speaker speaker_2: Uh, yeah, when I get that card, I'm gonna be able to, um, add it to my MetLife account, right?

Speaker speaker_1: Um, so this goes through American Public Life. It's not through MetLife. MetLife is only responsible for vision.

Speaker speaker_2: Oh, okay. All right. Yeah, you see, that, that's where I was confused. Uh, Justin Mills, right?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay, so this is all the information I need to make an appointment?

Speaker speaker_1: Yes, sir. Um, so there are telephone numbers in there to find providers. All you do, is when you do call them, is provide them with your zip code, okay?

Speaker speaker_2: Okay. Okay, all right. Appreciate it, man.

Speaker speaker_1: You're welcome. You have a great day, all right?

Speaker speaker_2: Thank you. Mm.

Speaker speaker_1: All right, bye-bye.