

## **Transcript: Justin**

**Mills-6155717489770496-5294293112635392**

### **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? Hi, Justin. I'm just calling to make sure that... if I need to make any changes yet for my insurance. Okay, um- Basically- Yeah. Go ahead. Uh, I was just saying, what was the staffing agency you worked for? Sorry to interrupt you. That's okay. It's MAU. Okay. And what were you gonna say before I cut you off? Basically, when I signed up several years ago, do I need to make any adjustments year to year? I mean- Oh. ... basically, do I need to ch- Do I need to check in to make sure that everything continues to roll over? Um, no, ma'am, but I do know that everything rolls over automatically unless you wanted to make changes to the coverage. However, I can pull your file for you to confirm if everything did roll over or not. That would be great. Okay, so MAU, what's the last four of your social? 2965. And what was your first and last name? Susan Cooper. And for security purposes, can you verify the home address, including city, state, and ZIP code, Ms. Cooper? 116 Books Glen Drive, Kenley, North Carolina... Uh, 27542 is who I think I am now. And confirm your date of birth. June 9, 1966. And a good telephone number have a 678-326-2087? Correct. And the email I have is jscigna at gmail or yahoo.com? J-S-C-I-N-G-A? Yes, @yahoo.com. At yah- Yeah. Okay, yeah. Okay, so yes, so looking at the calendar, looks like, or file, looks like everything did roll over automatically. Um, you became active with the 2025 coverage as of January 6th, so this past Monday. Oh, great. Another question for you. D- Would you happen to know, as far as, like, with the vision, I know that there is a frame allowance every other year. Is that like a January through December type year? Or is that from the point of the time when you go to your appointment to basically two years later? Um, now, honestly, I don't know the answer to that question. However, I can provide you with MetLife's telephone number, um, so you can ask them more specifically 'cause they may know the answer- ... to that question. That would be great. Okay, and just let me know whenever you're ready. Okay, and that's... You said it's gonna be MetLife? Yes, ma'am. Okay, go ahead. And their telephone number is 800-615-1883. Okay, wonderful. I kind of wondered why I had something about MetLife before. 'Cause on the back it says it's Superior Vision. Yeah, so I do know that, uh, back in 2024, they used... No, MAU used to be clients with Superior Vision, and then they transferred over to MetLife as their new vision provider. Oh, that's nice to know now. You're full of good information. Thank you, Justin. You're welcome. Is there anything else I could help you out with today, Susan? Uh, that'll do it. Thank you. Awesome. You're welcome. You have a great day, okay? You too. Buh-bye. Buh-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: Hi, Justin. I'm just calling to make sure that... if I need to make any changes yet for my insurance.

Speaker speaker\_1: Okay, um-

Speaker speaker\_2: Basically-

Speaker speaker\_1: Yeah.

Speaker speaker\_2: Go ahead.

Speaker speaker\_1: Uh, I was just saying, what was the staffing agency you worked for? Sorry to interrupt you.

Speaker speaker\_2: That's okay. It's MAU.

Speaker speaker\_1: Okay. And what were you gonna say before I cut you off?

Speaker speaker\_2: Basically, when I signed up several years ago, do I need to make any adjustments year to year? I mean-

Speaker speaker\_1: Oh.

Speaker speaker\_2: ... basically, do I need to ch- Do I need to check in to make sure that everything continues to roll over?

Speaker speaker\_1: Um, no, ma'am, but I do know that everything rolls over automatically unless you wanted to make changes to the coverage. However, I can pull your file for you to confirm if everything did roll over or not.

Speaker speaker\_2: That would be great.

Speaker speaker\_1: Okay, so MAU, what's the last four of your social?

Speaker speaker\_2: 2965.

Speaker speaker\_1: And what was your first and last name?

Speaker speaker\_2: Susan Cooper.

Speaker speaker\_1: And for security purposes, can you verify the home address, including city, state, and ZIP code, Ms. Cooper?

Speaker speaker\_2: 116 Books Glen Drive, Kenley, North Carolina... Uh, 27542 is who I think I am now.

Speaker speaker\_1: And confirm your date of birth.

Speaker speaker\_2: June 9, 1966.

Speaker speaker\_1: And a good telephone number have a 678-326-2087?

Speaker speaker\_2: Correct.

Speaker speaker\_1: And the email I have is jscigna at gmail or yahoo.com?

Speaker speaker\_2: J-S-C-I-N-G-A?

Speaker speaker\_1: Yes, @yahoo.com.

Speaker speaker\_2: At yah- Yeah. Okay, yeah.

Speaker speaker\_1: Okay, so yes, so looking at the calendar, looks like, or file, looks like everything did roll over automatically. Um, you became active with the 2025 coverage as of January 6th, so this past Monday.

Speaker speaker\_2: Oh, great. Another question for you. D- Would you happen to know, as far as, like, with the vision, I know that there is a frame allowance every other year. Is that like a January through December type year? Or is that from the point of the time when you go to your appointment to basically two years later?

Speaker speaker\_1: Um, now, honestly, I don't know the answer to that question. However, I can provide you with MetLife's telephone number, um, so you can ask them more specifically 'cause they may know the answer- ... to that question.

Speaker speaker\_2: That would be great.

Speaker speaker\_1: Okay, and just let me know whenever you're ready.

Speaker speaker\_2: Okay, and that's... You said it's gonna be MetLife?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Okay, go ahead.

Speaker speaker\_1: And their telephone number is 800-615-1883.

Speaker speaker\_2: Okay, wonderful. I kind of wondered why I had something about MetLife before. 'Cause on the back it says it's Superior Vision.

Speaker speaker\_1: Yeah, so I do know that, uh, back in 2024, they used... No, MAU used to be clients with Superior Vision, and then they transferred over to MetLife as their new vision provider.

Speaker speaker\_2: Oh, that's nice to know now. You're full of good information. Thank you, Justin.

Speaker speaker\_1: You're welcome. Is there anything else I could help you out with today, Susan?

Speaker speaker\_2: Uh, that'll do it. Thank you.

Speaker speaker\_1: Awesome. You're welcome. You have a great day, okay?

Speaker speaker\_2: You too. Buh-bye.

Speaker speaker\_1: Buh-bye.