

Transcript: Justin

Mills-6558136202870784-4830734716157952

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? I am trying to find out about my vision insurance. Okay. Um, what's the staffing agency you work for? Focus. And the last four of your social? 3484. And what was your first and last name? Crystal Davidson. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Crystal? 1961 Hinesville Road, Martin, Tennessee 38237. And confirm your date of birth. 5-28-72. And a good telephone number has a 731-514-1112. Yes. And the email has dcrystal5563 at gmail? Yes. Okay, so let's see here. So, checking my calendar, it looks like you became active in the coverage as of last Monday, the 17th. So, you should be receiving your physical ID cards within the next few days. However, I can email you your ID cards just so you have them. Um, did you have any specific questions regarding your vision coverage or just one of your ID cards? Um, I was just trying to find out, um, a provider in my area that accepted the vision insurance. Okay. Um, so the email that I will be sending you has telephone numbers included in the email, uh, to find medical, dental and vision providers. When you do call them, just provide them with your zip code and they'll provide that list for you and that location, okay? Okay. Okay, but just bear with me one second. Uh, do you know, what is the... Yes. What is the name of the vision insurance? Um, so vision's through MetLife. Okay. M- okay. Um, bear with me one second, okay? Okay. Okay. Hello, Crystal. You still there? Yes. Awesome. Thank you so much for holding. So, I went ahead and emailed you all of your ID cards to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com. However, if you don't see them in your inbox, be sure to check your spam or check your junk folder, okay? Okay, thank you. You're welcome. Is there anything else I can assist you with today? No, that's all. Awesome. Well, you have a wonderful day, okay? Thank you. You're welcome.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: I am trying to find out about my vision insurance.

Speaker speaker_0: Okay. Um, what's the staffing agency you work for?

Speaker speaker_1: Focus.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 3484.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Crystal Davidson.

Speaker speaker_0: Okay. And for security purposes, could you verify your home address, including city, state and zip code, Crystal?

Speaker speaker_1: 1961 Hinesville Road, Martin, Tennessee 38237.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: 5-28-72.

Speaker speaker_0: And a good telephone number has a 731-514-1112.

Speaker speaker_1: Yes.

Speaker speaker_0: And the email has dcrystal5563 at gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so let's see here. So, checking my calendar, it looks like you became active in the coverage as of last Monday, the 17th. So, you should be receiving your physical ID cards within the next few days. However, I can email you your ID cards just so you have them. Um, did you have any specific questions regarding your vision coverage or just one of your ID cards?

Speaker speaker_1: Um, I was just trying to find out, um, a provider in my area that accepted the vision insurance.

Speaker speaker_0: Okay. Um, so the email that I will be sending you has telephone numbers included in the email, uh, to find medical, dental and vision providers. When you do call them, just provide them with your zip code and they'll provide that list for you and that location, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay, but just bear with me one second.

Speaker speaker_1: Uh, do you know, what is the...

Speaker speaker_0: Yes.

Speaker speaker_1: What is the name of the vision insurance?

Speaker speaker_0: Um, so vision's through MetLife.

Speaker speaker_1: Okay.

Speaker speaker_0: M- okay. Um, bear with me one second, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Hello, Crystal. You still there?

Speaker speaker_1: Yes.

Speaker speaker_0: Awesome. Thank you so much for holding. So, I went ahead and emailed you all of your ID cards to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com. However, if you don't see them in your inbox, be sure to check your spam or check your junk folder, okay?

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: You're welcome. Is there anything else I can assist you with today?

Speaker speaker_1: No, that's all.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: Thank you.

Speaker speaker_0: You're welcome.