

Transcript: Malcolm

Nash-5738523037843456-6528800509968384

Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Yes, I need to speak with somebody about my vision insurance. Well, how can I help you, ma'am? Um, I just went in and when I signed up for my vision it, it shows in here that they did, um, it shows the copay's \$10, the frame allowance is, is 100... \$130. Um, I added my husband to my insurance and we just went to go use it and they're telling me that the frame allowance there is only gonna... The insurance is only covering \$70, but in the book it shows \$130. Okay. So is this about a claim? So I guess- Yeah. ... I'ma have to... So I'ma have to give you, I'ma have to give you MetLife phone number. They're your carrier. We're plan- we're Benefits in the Car. We're just a plan administrator. We're not the carrier, the one actually supplying you with the insurance. I can give you their phone number whenever you're ready. Okay, go ahead. It's 1-800. Okay. 615. Okay. 1883. 1883. Yes, ma'am. And that's MetLife phone number. MetLife is your carrier for the vision. Okay, thank you very much. No problem, ma'am. Thanks for calling Benefits in the Car though. Hope you have a great rest of your week. You too. Thank you.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker_1: Yes, I need to speak with somebody about my vision insurance.

Speaker speaker_0: Well, how can I help you, ma'am?

Speaker speaker_1: Um, I just went in and when I signed up for my vision it, it shows in here that they did, um, it shows the copay's \$10, the frame allowance is, is 100... \$130. Um, I added my husband to my insurance and we just went to go use it and they're telling me that the frame allowance there is only gonna... The insurance is only covering \$70, but in the book it shows \$130.

Speaker speaker_0: Okay. So is this about a claim? So I guess-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... I'ma have to... So I'ma have to give you, I'ma have to give you MetLife phone number. They're your carrier. We're plan- we're Benefits in the Car. We're just a plan administrator. We're not the carrier, the one actually supplying you with the insurance. I can

give you their phone number whenever you're ready.

Speaker speaker_1: Okay, go ahead.

Speaker speaker_0: It's 1-800.

Speaker speaker_1: Okay.

Speaker speaker_0: 615.

Speaker speaker_1: Okay.

Speaker speaker_0: 1883.

Speaker speaker_1: 1883.

Speaker speaker_0: Yes, ma'am. And that's MetLife phone number. MetLife is your carrier for the vision.

Speaker speaker_1: Okay, thank you very much.

Speaker speaker_0: No problem, ma'am. Thanks for calling Benefits in the Car though. Hope you have a great rest of your week.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you.