

## Transcript: Malcolm

**Nash-5840484459921408-5601585359798272**

### Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Um, my name is Crystal Davidson. I recently enrolled in your coverage, and I got a email that said they need information about my dependents. Which staffing company do you work for? Focus. Last four of your Social? 3484. First name? Crystal. Last name? Davidson. All right. For security purposes, can you verify your address and date of birth for me? 1961 Hinesville Road, Martin, Tennessee 38237. 5/28/72. I see. So was that your phone number, 731-514-1112? Yes. And the email is dcrystal5563@gmail.com? Yes. Thank you. So it looks like you had more than coverage for you and your spouse, but you didn't put your spouse's information. So they had got you enrolled for employee only. Did you still want to get enrolled with your spouse? Yes. All right. So you just wanted the VIP standard, the dental and the vision, correct? Yes. Okay. So whenever you're ready, I can take that information for you. What information do you need? First name, last name, Social Security, and your date of birth. Stevie, S-T-E-V-I-E, Davidson- Can you spell that slower, please? S-Sorry? Could you spell it, spell it slower for me, please? S-T-E-V-I-E. And the same last name? Yes. Okay. And maybe for the Social? 409-29-0071. And your date of birth? 3/31/65. Thank you. All right. I got that updated for you, Ms. Davidson. Was there anything else I can help you with today? Um, can you tell me when this insurance will go into effect, and how I can find out, um, what, um, eye doctors take the insurance? Yes, ma'am. So the enrollment process takes one to two weeks from the date that you get enrolled. Once you see that first deduction from your paycheck and we see it in our system, that following Monday is whenever we get th- that first, that following Monday is when your coverage will become active, and your ID cards will send one to two weeks from that activation date. Now, to find people, to find an eye doctor, you would go to metlife.com. That website will tell you what, uh, what doc- what doctors in the area take your coverage for the vis- for the vision. Okay. Okay, thank you. No problem. Was there anything else I could help you with today? No, that's all. All right. Thanks for calling Benefits in the Car. Don't forget, have a great rest of your week. Thank you. All right.

### Conversation Format

Speaker speaker\_0: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker\_1: Um, my name is Crystal Davidson. I recently enrolled in your coverage, and I got a email that said they need information about my dependents.

Speaker speaker\_0: Which staffing company do you work for?

Speaker speaker\_1: Focus.

Speaker speaker\_0: Last four of your Social?

Speaker speaker\_1: 3484.

Speaker speaker\_0: First name?

Speaker speaker\_1: Crystal.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Davidson.

Speaker speaker\_0: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: 1961 Hinesville Road, Martin, Tennessee 38237. 5/28/72.

Speaker speaker\_0: I see. So was that your phone number, 731-514-1112?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And the email is dcrystal5563@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Thank you. So it looks like you had more than coverage for you and your spouse, but you didn't put your spouse's information. So they had got you enrolled for employee only. Did you still want to get enrolled with your spouse?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. So you just wanted the VIP standard, the dental and the vision, correct?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So whenever you're ready, I can take that information for you.

Speaker speaker\_1: What information do you need?

Speaker speaker\_0: First name, last name, Social Security, and your date of birth.

Speaker speaker\_1: Stevie, S-T-E-V-I-E, Davidson-

Speaker speaker\_0: Can you spell that slower, please?

Speaker speaker\_1: S-Sorry?

Speaker speaker\_0: Could you spell it, spell it slower for me, please?

Speaker speaker\_1: S-T-E-V-I-E.

Speaker speaker\_0: And the same last name?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. And maybe for the Social?

Speaker speaker\_1: 409-29-0071.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 3/31/65.

Speaker speaker\_0: Thank you. All right. I got that updated for you, Ms. Davidson. Was there anything else I can help you with today?

Speaker speaker\_1: Um, can you tell me when this insurance will go into effect, and how I can find out, um, what, um, eye doctors take the insurance?

Speaker speaker\_0: Yes, ma'am. So the enrollment process takes one to two weeks from the date that you get enrolled. Once you see that first deduction from your paycheck and we see it in our system, that following Monday is whenever we get th- that first, that following Monday is when your coverage will become active, and your ID cards will send one to two weeks from that activation date. Now, to find people, to find an eye doctor, you would go to metlife.com. That website will tell you what, uh, what doc- what doctors in the area take your coverage for the vis- for the vision.

Speaker speaker\_1: Okay. Okay, thank you.

Speaker speaker\_0: No problem. Was there anything else I could help you with today?

Speaker speaker\_1: No, that's all.

Speaker speaker\_0: All right. Thanks for calling Benefits in the Car. Don't forget, have a great rest of your week.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: All right.