

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Car. This is Malcolm. How can I help you? Hi. Uh, this is Alisha Evans and I'm calling about my vision benefit. Um, they've been deducted from my payroll. This will be the third week this week, and I'm unable to use it. MetLife doesn't see me in their system and I'm supposed to have the VSP choice. What staffing company do you work for, ma'am? MAU. What's the last four of your Social? 9708. Do you credit at 50? Verify your address and date of birth for me? 22 James Jackson Drive, Fountain Inn, South Carolina 29644 713 81. Thank you. Can I get your phone number? 356-4228. Yes. Can I get email that's evansalisha99@yahoo.com? Yeah. Do... Let's see. You're saying MetLife says you're not showing up in their system? Exactly. Mm-hmm. Yep. And when did you speak with them? I spoke with them last Wednesday, today, and Saturday while I was at the eye doctor. Okay. I called Monday on Benefits in a Car, and like they emailed me a card. Actually that was the 25th. They emailed me on the 22nd. I'm referring to last week. She emailed me this card. It says MetLife. It has like MAU name, management analysis utilization on it. It has a group number and the company name is the group name. Um, yeah. Well, should that be a... Does it say American Public Life on it anywhere? No. No. I was told my vision was through MetLife and she told me the medical was with American Public. Or there... Shh. I might get in trouble. I wrote it down. But no, the vision was through MetLife. She even sent me a card. But I did get some stuff from American Public. I haven't looked at it and I actually think American Public is dental. I'm saying it right but I don't know. ... Yeah. I was getting it from the medical, but I just wanted to make sure you- Mm-hmm. ... ID'd the cards were correct. So what is the group number? Let me just 40. We have to talk on Sunday. Just let me know. It'll be patient. 537-4418. And that's just something, um, she emailed me and it says MetLife on it. It doesn't say VSP anywhere on it. Let's get Ana. You want to come into the room with me? It does say... Okay. Are you there, Ms. Evans? Yeah. All right. So- Yes. I wa- I just sent an email to our back office to get an investigation going. Typically, it takes 24 to 48 hours for them to see what's going on in that scenario with your Visa card. But as soon as I get an update- Mm-hmm. ... I'll give you a call back and let you know what's going on in that scenario. All right. Thank you. No problem. Ms. Evans, was there anything else I could help you with today? No. All right. If there's nothing else, thanks for the time and benefits from the card. I hope you have a great rest of your day. You too. Bye. See ya.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thanks for calling Benefits in a Car. This is Malcolm. How can I help you?

Speaker speaker_2: Hi. Uh, this is Alisha Evans and I'm calling about my vision benefit. Um, they've been deducted from my payroll. This will be the third week this week, and I'm unable to use it. MetLife doesn't see me in their system and I'm supposed to have the VSP choice.

Speaker speaker_1: What staffing company do you work for, ma'am?

Speaker speaker_2: MAU.

Speaker speaker_1: What's the last four of your Social?

Speaker speaker_2: 9708.

Speaker speaker_1: Do you credit at 50? Verify your address and date of birth for me?

Speaker speaker_2: 22 James Jackson Drive, Fountain Inn, South Carolina 29644 713 81.

Speaker speaker_1: Thank you. Can I get your phone number? 356-4228.

Speaker speaker_2: Yes.

Speaker speaker_1: Can I get email that's evansalisha99@yahoo.com?

Speaker speaker_2: Yeah.

Speaker speaker_1: Do... Let's see. You're saying MetLife says you're not showing up in their system?

Speaker speaker_2: Exactly. Mm-hmm. Yep.

Speaker speaker_1: And when did you speak with them?

Speaker speaker_2: I spoke with them last Wednesday, today, and Saturday while I was at the eye doctor.

Speaker speaker_1: Okay.

Speaker speaker_2: I called Monday on Benefits in a Car, and like they emailed me a card. Actually that was the 25th. They emailed me on the 22nd. I'm referring to last week. She emailed me this card. It says MetLife. It has like MAU name, management analysis utilization on it. It has a group number and the company name is the group name. Um, yeah.

Speaker speaker_1: Well, should that be a... Does it say American Public Life on it anywhere?

Speaker speaker_2: No. No. I was told my vision was through MetLife and she told me the medical was with American Public. Or there... Shh. I might get in trouble. I wrote it down. But no, the vision was through MetLife. She even sent me a card. But I did get some stuff from American Public. I haven't looked at it and I actually think American Public is dental. I'm saying it right but I don't know. ...

Speaker speaker_1: Yeah. I was getting it from the medical, but I just wanted to make sure you-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... ID'd the cards were correct. So what is the group number?

Speaker speaker_2: Let me just 40.

Speaker speaker_3: We have to talk on Sunday. Just let me know. It'll be patient.

Speaker speaker_2: 537-4418. And that's just something, um, she emailed me and it says MetLife on it. It doesn't say VSP anywhere on it.

Speaker speaker_1: Let's get Ana. You want to come into the room with me?

Speaker speaker_2: It does say... Okay.

Speaker speaker_1: Are you there, Ms. Evans?

Speaker speaker_4: Yeah.

Speaker speaker_1: All right. So-

Speaker speaker_4: Yes.

Speaker speaker_1: I wa- I just sent an email to our back office to get an investigation going. Typically, it takes 24 to 48 hours for them to see what's going on in that scenario with your Visa card. But as soon as I get an update-

Speaker speaker_4: Mm-hmm.

Speaker speaker_1: ... I'll give you a call back and let you know what's going on in that scenario.

Speaker speaker_4: All right. Thank you.

Speaker speaker_1: No problem. Ms. Evans, was there anything else I could help you with today?

Speaker speaker_4: No.

Speaker speaker_1: All right. If there's nothing else, thanks for the time and benefits from the card. I hope you have a great rest of your day.

Speaker speaker_4: You too. Bye.

Speaker speaker_1: See ya.