

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Um, yes, I'm trying to see if I had... if my insurance has already kicked in. What staffing company do you work for? Uh, Priority Personnel. Priority Personnel. All right. What's the last four of your social? 7847. You said it's 7847? Yes. First name? Melissa. Last name? Bustos. All right. Ms. Bustos, can you verify your address and date of birth for me? Um, 6/26/1990, and 5024 Rainwood Drive, San Marcus, Texas 78666. Can you see I have your phone number, 210-727-3425? Yes. And your email is melissabustos0626@gmail.com? Yes. Thank you. And yeah, looks like your coverage became active on the 14th. Okay. Um, do you know if I could just call any eye doctor or does it have to... do I have to go on y'all's website? So you would go to metlife.com. That website will tell you what, uh, vision doctors in the area take your insurance. Okay. All right. Was there anything else I can help you with today, Miss Melissa? Um, no. Thank you. If there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your week. You too. Thank you. Thank you. Bye. Bye.

Conversation Format

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

Speaker speaker_1: Um, yes, I'm trying to see if I had... if my insurance has already kicked in.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Uh, Priority Personnel.

Speaker speaker_0: Priority Personnel. All right. What's the last four of your social?

Speaker speaker_1: 7847.

Speaker speaker_0: You said it's 7847?

Speaker speaker_1: Yes.

Speaker speaker_0: First name?

Speaker speaker_1: Melissa.

Speaker speaker_0: Last name?

Speaker speaker_1: Bustos.

Speaker speaker_0: All right. Ms. Bustos, can you verify your address and date of birth for me?

Speaker speaker_1: Um, 6/26/1990, and 5024 Rainwood Drive, San Marcus, Texas 78666.

Speaker speaker_0: Can you see I have your phone number, 210-727-3425?

Speaker speaker_1: Yes.

Speaker speaker_0: And your email is melissabustos0626@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Thank you. And yeah, looks like your coverage became active on the 14th.

Speaker speaker_1: Okay. Um, do you know if I could just call any eye doctor or does it have to... do I have to go on y'all's website?

Speaker speaker_0: So you would go to metlife.com. That website will tell you what, uh, vision doctors in the area take your insurance.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Was there anything else I can help you with today, Miss Melissa?

Speaker speaker_1: Um, no. Thank you.

Speaker speaker_0: If there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: Thank you. Bye.

Speaker speaker_1: Bye.