

Transcript: Pearl

Rojas-4601182218141696-5388512268959744

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a CardH my name is Pearl speaking with. Hi, this is Veliki Smith. And how can I assist you? Um, so I don't have the insurance anymore. It was under TRC, but back when I did have the insurance, I, um, had eye exam back in June of last year. But it was not paid, and I keep getting the bill, so I'm just calling to see if that can get paid. Okay. And what's the name of the stuff that you used to work for? TRC. TRC. And the last four digits of your Social? 7674. I'm sorry, what's your name? Veliki Smith. And you can confirm your address and date of birth? Say it again. Your address and date of birth? 5166 Withersford Court, uh, Corwin, Georgia 30024. Uh, March 5th, 1978. All right, and I have your phone number as 313-671-9354. Yes. I have your email address as bj... bgsmith0005... Yes. Hello? Yes. Hello? Okay. Hello? Can you hear me? Yes, okay, I hear you now. Okay. All right, so your vision i- is... Hmm. What's... This is TRC. Give me one moment. Okay. I believe you were with Superior Vision at that time. I don't think it was VR... VIP. Like- So VIP would have been your medical? Okay, well... Um... No, wait, let me look for... I think I got the old card. It wasn't Superior. Was it MetLife? Okay, that sounds like that could have been it, MetLife. Okay, let me get you over to them so they can assist you with that claim, okay? Okay. Thank you so much for calling us today. Okay.

Conversation Format

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

Speaker speaker_1: Hi, good afternoon. Thank you for calling Benefits in a CardH my name is Pearl speaking with.

Speaker speaker_2: Hi, this is Veliki Smith.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Um, so I don't have the insurance anymore. It was under TRC, but back when I did have the insurance, I, um, had eye exam back in June of last year. But it was not paid, and I keep getting the bill, so I'm just calling to see if that can get paid.

Speaker speaker_1: Okay. And what's the name of the stuff that you used to work for?

Speaker speaker_2: TRC.

Speaker speaker_1: TRC. And the last four digits of your Social?

Speaker speaker_2: 7674.

Speaker speaker_1: I'm sorry, what's your name?

Speaker speaker_2: Veliki Smith.

Speaker speaker_1: And you can confirm your address and date of birth?

Speaker speaker_2: Say it again.

Speaker speaker_1: Your address and date of birth?

Speaker speaker_2: 5166 Withersford Court, uh, Corwin, Georgia 30024. Uh, March 5th, 1978.

Speaker speaker_1: All right, and I have your phone number as 313-671-9354.

Speaker speaker_2: Yes.

Speaker speaker_1: I have your email address as bj... bgsmith0005...

Speaker speaker_2: Yes. Hello?

Speaker speaker_1: Yes.

Speaker speaker_2: Hello? Okay.

Speaker speaker_1: Hello?

Speaker speaker_2: Can you hear me? Yes, okay, I hear you now.

Speaker speaker_1: Okay. All right, so your vision i- is... Hmm. What's... This is TRC. Give me one moment.

Speaker speaker_2: Okay.

Speaker speaker_1: I believe you were with Superior Vision at that time.

Speaker speaker_2: I don't think it was VR... VIP. Like-

Speaker speaker_1: So VIP would have been your medical?

Speaker speaker_2: Okay, well...

Speaker speaker_1: Um...

Speaker speaker_2: No, wait, let me look for... I think I got the old card. It wasn't Superior.

Speaker speaker_1: Was it MetLife?

Speaker speaker_2: Okay, that sounds like that could have been it, MetLife.

Speaker speaker_1: Okay, let me get you over to them so they can assist you with that claim, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Thank you so much for calling us today.

Speaker speaker_2: Okay.