

## Transcript: Pearl

**Rojas-4654730046390272-6244678755205120**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who does it say you're speaking with? Hi, Pearl. Jamila Chambliss. How can assist you? Yeah, I'm calling to get some understanding of who my vision is- benefits go through and they're supposed to start it Monday and I can't get ID information and I just wanna make sure if I'm with VSP or if I'm with Me- MetLife Davis, or who am I with? All right, what's the name of the staffing agency you work for? I'm sorry? The name of the staffing agency you work for? VG. VG. And the last four digits of your social? 4112. And I think you guys were trying to call me one day when I was at - so. Okay then, can you confirm your address and date of birth? Yes. 8839 Greenwood Boulevard, New Kent, Virginia, 23124. December 18th, 1973. Okay. And your phone number at 757-293-8010? You got it. And have you emailed us as kekhni@yahoo.com? You got it. Yep. Okay. So, you did become active Monday and I'm guessing you haven't received your card yet, correct? Correct. Okay. So, you are through MetLife for your vision. Well, which one? Is it MetLife Davis? Is it MetLife VSP? Give me one moment. 'Cause they don't seem to know. No worries. Um, let's see. Um, it does not say. Let me go ahead and transfer you over to them and see if they can find your account and give you some information, okay? They can't. They can't. That's why I'm- They can't? That's why I'm here. No. Okay. And I, they wanted to know, they told me to call and find out when the information is gonna be sent over to them 'cause they don't... I'm not in their system, uh- And you called the number ending in 3931? Yes. Several times. Spoke to three different people. Okay. So what I can do- I really just need my ID number. ... because you are our number... Okay, I have a group number, but I don't have an ID number. Um, I can open up this, an investigation with our main office and see why you're not showing up in the system yet. Um, this process- Okay. ... takes about 24 to 48 hours, but I can definitely do that and see if they can see why you're not showing up. Okay. What's the group number? And if you could do that, that'd be great. Yep. That group number is 537- Mm-hmm. ... 4418. That's the group number? 5374418? Yes. Um- I'm saying you said MetLife, but you don't know if its VSP or Davis? It's not showing me. Let me check one other place. Give me one sec. Mm-hmm. Let me, um... Vision. Vision. Vision. Wait, here we are. Vision. MetLife. Um, hmm. That's not showing me just says, "Vision Preferred Provider Organization Plan." Yeah, it's not giving me the difference here. Um, but I'll reach out to my main office and have them look into that and see why you're not coming up in the system if you've been active since Monday. Okay. Cool. Um- Is there anything other I can do? That's it. Thanks. No problem. Thank you so much for calling. Have a good day. You too.

### 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 Card. My name is Pearl. Who does it say you're speaking with?

Speaker speaker\_2: Hi, Pearl. Jamila Chambliss.

Speaker speaker\_1: How can assist you?

Speaker speaker\_2: Yeah, I'm calling to get some understanding of who my vision is- benefits go through and they're supposed to start it Monday and I can't get ID information and I just wanna make sure if I'm with VSP or if I'm with Me- MetLife Davis, or who am I with?

Speaker speaker\_1: All right, what's the name of the staffing agency you work for?

Speaker speaker\_2: I'm sorry?

Speaker speaker\_1: The name of the staffing agency you work for?

Speaker speaker\_2: VG.

Speaker speaker\_1: VG. And the last four digits of your social?

Speaker speaker\_2: 4112. And I think you guys were trying to call me one day when I was at - so.

Speaker speaker\_1: Okay then, can you confirm your address and date of birth?

Speaker speaker\_2: Yes. 8839 Greenwood Boulevard, New Kent, Virginia, 23124. December 18th, 1973.

Speaker speaker\_1: Okay. And your phone number at 757-293-8010?

Speaker speaker\_2: You got it.

Speaker speaker\_1: And have you emailed us as kekhni@yahoo.com?

Speaker speaker\_2: You got it. Yep.

Speaker speaker\_1: Okay. So, you did become active Monday and I'm guessing you haven't received your card yet, correct?

Speaker speaker\_2: Correct.

Speaker speaker\_1: Okay. So, you are through MetLife for your vision.

Speaker speaker\_2: Well, which one? Is it MetLife Davis? Is it MetLife VSP?

Speaker speaker\_1: Give me one moment.

Speaker speaker\_2: 'Cause they don't seem to know.

Speaker speaker\_1: No worries. Um, let's see. Um, it does not say. Let me go ahead and transfer you over to them and see if they can find your account and give you some information, okay?

Speaker speaker\_2: They can't. They can't. That's why I'm-

Speaker speaker\_1: They can't?

Speaker speaker\_2: That's why I'm here. No.

Speaker speaker\_1: Okay.

Speaker speaker\_2: And I, they wanted to know, they told me to call and find out when the information is gonna be sent over to them 'cause they don't... I'm not in their system, uh-

Speaker speaker\_1: And you called the number ending in 3931?

Speaker speaker\_2: Yes. Several times. Spoke to three different people.

Speaker speaker\_1: Okay. So what I can do-

Speaker speaker\_2: I really just need my ID number.

Speaker speaker\_1: ... because you are our number... Okay, I have a group number, but I don't have an ID number. Um, I can open up this, an investigation with our main office and see why you're not showing up in the system yet. Um, this process-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... takes about 24 to 48 hours, but I can definitely do that and see if they can see why you're not showing up.

Speaker speaker\_2: Okay. What's the group number? And if you could do that, that'd be great.

Speaker speaker\_1: Yep. That group number is 537-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... 4418.

Speaker speaker\_2: That's the group number? 5374418?

Speaker speaker\_1: Yes. Um-

Speaker speaker\_2: I'm saying you said MetLife, but you don't know if its VSP or Davis?

Speaker speaker\_1: It's not showing me. Let me check one other place. Give me one sec.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Let me, um... Vision. Vision. Vision. Wait, here we are. Vision. MetLife. Um, hmm. That's not showing me just says, "Vision Preferred Provider Organization Plan." Yeah, it's not giving me the difference here. Um, but I'll reach out to my main office and have them look into that and see why you're not coming up in the system if you've been active since Monday.

Speaker speaker\_2: Okay. Cool. Um-

Speaker speaker\_1: Is there anything other I can do?

Speaker speaker\_2: That's it. Thanks.

Speaker speaker\_1: No problem. Thank you so much for calling. Have a good day.

Speaker speaker\_2: You too.