

Transcript: Pearl

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Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Uh, my name is Emma Grubbs. And how can I assist you? I called, I think, last month and changed my plan, um, to include vision insurance and the woman that I spoke to said that, um, after it... the payment came out on my card, the following Monday, it should be available to use. Um, but I called, um, my card and they told me that, um, the insurance doesn't... that they don't offer vision, so I was just a little confused. Okay, which card did you call? Um, the number on the insurance card for MAU, APL... the American... the APL Insurance. Okay. So the, the vision coverage is not through APL. The vision coverage is, is through MetLife. Okay. Um... I can, I could provide you with their number if you'd like. Yeah, and I, I still haven't received my card for that. What are the last four digits of your... What is the name of... Uh, you said you're working with MAU, right? What's the last four digits of your social?

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: Uh, my name is Emma Grubbs.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: I called, I think, last month and changed my plan, um, to include vision insurance and the woman that I spoke to said that, um, after it... the payment came out on my card, the following Monday, it should be available to use. Um, but I called, um, my card and they told me that, um, the insurance doesn't... that they don't offer vision, so I was just a little confused.

Speaker speaker_0: Okay, which card did you call?

Speaker speaker_1: Um, the number on the insurance card for MAU, APL... the American... the APL Insurance.

Speaker speaker_0: Okay. So the, the vision coverage is not through APL. The vision coverage is, is through MetLife.

Speaker speaker_1: Okay. Um...

Speaker speaker_0: I can, I could provide you with their number if you'd like.

Speaker speaker_1: Yeah, and I, I still haven't received my card for that.

Speaker speaker_0: What are the last four digits of your... What is the name of... Uh, you said you're working with MAU, right? What's the last four digits of your social?