

Transcript: Pearl

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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 Ludelo, who am I speaking with? Um, hi there. My name's Suzanna Camp, C-A-M-P. And how can I assist you? Um, well, so I, I recently, uh, uh, signed up for benefits, uh, I think it was, yeah, it was a couple weeks ago. I got my card in the mail, uh, or actually I was emailed the card to download, in any case. Uh, I've been trying to get, um, a- an appointment to go to the eye doctor, uh, but nobody is finding me in their system through... using MetLife. I'm g- I'm giving them the, um, the group number, I'm giving them all my information, and it do- it appears that I'm not active in the system. Uh, I called MetLife, they, they couldn't find me, um, so I'm, I'm confused about how to move forward and make an appointment. Okay. What's your... And you said you were, I'm sorry, through which company? Uh, the company is called Creative Circle. And the last four digits of your SSN? It's 1853. Okay. And if you can confirm your address and date of birth, please. Yeah. So, 920 Montgomery Street, number 312, in San Francisco, California, 94133. And, uh, the DOB is 07221967. Okay, and your phone number is 415-727... I'm sorry, 272- Yeah, 0827. Yep, 0827. Now, I have your email address as suzanna.camp@gmail.com? Yes. And when did you try to make the appointment? Uh, today I called, I went to one eye doctor and then I, they didn't ha- they couldn't find anything, and then I called two others, and then I called MetLife. Okay. And that, you said, on Tuesday? Uh, Tu- Well, today. Today is, uh, Wednes- Wednesday. ... Wednesday, December 4th. And you did all that today? Uh-huh. You contacted MetLife and they're not finding you in the system? Yeah. Correct. Okay, so you, you became active on Monday, so, uh- Okay. But they, they said that, they said that they, I am not active in their system and they couldn't find me. Okay, bear with me one moment. I'm placed you on a brief hold. Okay. Thank you so much for holding, Camp. Yeah. So, so what I'm gonna do is I'm gonna send an email to my main office and let them know that you did become active Monday, but you're not showing up active in the S- in the system for MetLife, um, to see what we're able to do. This process takes about 24 to 48 hours to hear back, but once they- Okay. ... um, get back to me and let me know what's going on, I'll give you a call and we'll go from there. Great. One, uh, one other question while I have you. Um, is my medical, uh, en- enabled? Is that, is that active? Uh, yes. All your coverage should be active. Um, I'm not sure why that vision is saying that you're not, but your, the, all the coverage is active. Yes. Okay, okay. Okay, great. All right. Uh, so yeah. Thank you. And you said, you said you would give me a call back? Yes, ma'am. Okay, great. All right. Thanks so much. No problem. Thank you so much for calling. You have a great day. Sure. You too. Bye.

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 Ludelo, who am I speaking with?

Speaker speaker_2: Um, hi there. My name's Suzanna Camp, C-A-M-P.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Um, well, so I, I recently, uh, uh, signed up for benefits, uh, I think it was, yeah, it was a couple weeks ago. I got my card in the mail, uh, or actually I was emailed the card to download, in any case. Uh, I've been trying to get, um, a- an appointment to go to the eye doctor, uh, but nobody is finding me in their system through... using MetLife. I'm g- I'm giving them the, um, the group number, I'm giving them all my information, and it do- it appears that I'm not active in the system. Uh, I called MetLife, they, they couldn't find me, um, so I'm, I'm confused about how to move forward and make an appointment.

Speaker speaker_1: Okay. What's your... And you said you were, I'm sorry, through which company?

Speaker speaker_2: Uh, the company is called Creative Circle.

Speaker speaker_1: And the last four digits of your SSN?

Speaker speaker_2: It's 1853.

Speaker speaker_1: Okay. And if you can confirm your address and date of birth, please.

Speaker speaker_2: Yeah. So, 920 Montgomery Street, number 312, in San Francisco, California, 94133. And, uh, the DOB is 07221967.

Speaker speaker_1: Okay, and your phone number is 415-727... I'm sorry, 272-

Speaker speaker_2: Yeah, 0827.

Speaker speaker_1: Yep, 0827. Now, I have your email address as suzanna.camp@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: And when did you try to make the appointment?

Speaker speaker_2: Uh, today I called, I went to one eye doctor and then I, they didn't ha- they couldn't find anything, and then I called two others, and then I called MetLife.

Speaker speaker_1: Okay. And that, you said, on Tuesday?

Speaker speaker_2: Uh, Tu- Well, today. Today is, uh, Wednes-

Speaker speaker_1: Wednesday.

Speaker speaker_2: ... Wednesday, December 4th.

Speaker speaker_1: And you did all that today?

Speaker speaker_2: Uh-huh.

Speaker speaker_1: You contacted MetLife and they're not finding you in the system?

Speaker speaker_2: Yeah. Correct.

Speaker speaker_1: Okay, so you, you became active on Monday, so, uh-

Speaker speaker_2: Okay. But they, they said that, they said that they, I am not active in their system and they couldn't find me.

Speaker speaker_1: Okay, bear with me one moment. I'm placed you on a brief hold.

Speaker speaker_2: Okay.

Speaker speaker_1: Thank you so much for holding, Camp.

Speaker speaker_2: Yeah.

Speaker speaker_1: So, so what I'm gonna do is I'm gonna send an email to my main office and let them know that you did become active Monday, but you're not showing up active in the S- in the system for MetLife, um, to see what we're able to do. This process takes about 24 to 48 hours to hear back, but once they-

Speaker speaker_2: Okay.

Speaker speaker_1: ... um, get back to me and let me know what's going on, I'll give you a call and we'll go from there.

Speaker speaker_2: Great. One, uh, one other question while I have you. Um, is my medical, uh, en- enabled? Is that, is that active?

Speaker speaker_1: Uh, yes. All your coverage should be active. Um, I'm not sure why that vision is saying that you're not, but your, the, all the coverage is active. Yes.

Speaker speaker_2: Okay, okay. Okay, great. All right. Uh, so yeah. Thank you. And you said, you said you would give me a call back?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay, great. All right. Thanks so much.

Speaker speaker_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_2: Sure. You too. Bye.