

Transcript: Pearl

Rojas-6363524923572224-5149939434176512

Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl, who may I please be speaking with? Um, my name is Francis, last name Ogoe Jr. And may I place this you? Um, I'm trying to just find out some information about the type of, uh, health, health benefe- benefits I have. Like, what's the, what's the name and like what, like, uh, does it cover certain type of things? Okay. What's the name of the staffing agency you work for? What's the name of the... Staffing agency you work for. Oh, uh, TRC. And then last for me, do you have your social? It is, date today is February 23rd, 1993. Social is 152940212. Give me one moment. All right. And then if you can verify your address for me. Uh, 670 Sterling Court, Riverdale, Georgia, 30274. Okay, did you recently move or give a different, um, address to the agency? Uh, oh, okay. They probably have the other one. Um, sorry. Let's try, uh, 1503 Montrose Parkway, Peachtree Corners, Georgia, 30092. That's the one they have. No, I have a different one. Really? We are... Give me one second. You... Give me one second. Let me just verify one. Okay. What is your current address? The current one is 670 Sterling Court, Riverdale, Georgia, 30274. Can I have your phone number as 678-972-4755? Yes. Okay, and I have your email address as- O-H- ... Oegoejrf@gmail.com? Uh, yes. Oegoejrf@... Junior. I mean jrf@gmail.com. Yes. Okay. So, taking a look at your account, you're currently enrolled in VISION, which is through MetLife from Employee plus Spouse. And you're enrolled in the VIP Standard for Employee plus Spouse, which is, um, through American Public Life. You said Amer- American Public Life? Yes, sir. Okay. One minute, please. All right. And you said my vision was Met? MetLife. MetLife. All right, let's see. All right. And would I be able to, like, uh, I don't know, make like an online account through the, through those sites? Or do I have to, like, have some special information from you guys in order to, like, view, um, like, certain things in detail, like co-payments and stuff like that? Um, I can send you a copy of, I can send you a copy of the benefit guide. It'll show you the plans that, that you have, and what they cover y- um, what they cover. Okay. Yes. You can send that to my email. That would be great. All right. That's going to come from info@benefitsinacard.com. Okay. It should go to your inbox. If you don't see it in your inbox, check out your spam or junk folder. Okay. All right. Um, thank you. No problem. Is there anything else I can assist you with? Um, no, that'll be all. Thank you. All right. Thank you so much for calling. Have a great day. Yes, sir.

Conversation Format

Speaker speaker_0: Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl, who may I please be speaking with?

Speaker speaker_1: Um, my name is Francis, last name Ogoe Jr.

Speaker speaker_0: And may I place this you?

Speaker speaker_1: Um, I'm trying to just find out some information about the type of, uh, health, health benefe- benefits I have. Like, what's the, what's the name and like what, like, uh, does it cover certain type of things?

Speaker speaker_0: Okay. What's the name of the staffing agency you work for?

Speaker speaker_1: What's the name of the...

Speaker speaker_0: Staffing agency you work for.

Speaker speaker_1: Oh, uh, TRC.

Speaker speaker_0: And then last for me, do you have your social?

Speaker speaker_1: It is, date today is February 23rd, 1993. Social is 152940212.

Speaker speaker_0: Give me one moment.

Speaker speaker_1: All right.

Speaker speaker_0: And then if you can verify your address for me.

Speaker speaker_1: Uh, 670 Sterling Court, Riverdale, Georgia, 30274.

Speaker speaker_0: Okay, did you recently move or give a different, um, address to the agency?

Speaker speaker_1: Uh, oh, okay. They probably have the other one. Um, sorry. Let's try, uh, 1503 Montrose Parkway, Peachtree Corners, Georgia, 30092. That's the one they have.

Speaker speaker_0: No, I have a different one.

Speaker speaker_1: Really?

Speaker speaker_0: We are... Give me one second. You... Give me one second. Let me just verify one. Okay. What is your current address?

Speaker speaker_1: The current one is 670 Sterling Court, Riverdale, Georgia, 30274.

Speaker speaker_0: Can I have your phone number as 678-972-4755?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, and I have your email address as-

Speaker speaker_1: O-H-

Speaker speaker_0: ... Oegoejrf@gmail.com?

Speaker speaker_1: Uh, yes. Oegoejrf@... Junior. I mean jrf@gmail.com. Yes.

Speaker speaker_0: Okay. So, taking a look at your account, you're currently enrolled in VISION, which is through MetLife from Employee plus Spouse. And you're enrolled in the VIP Standard for Employee plus Spouse, which is, um, through American Public Life.

Speaker speaker_1: You said Amer- American Public Life?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. One minute, please. All right. And you said my vision was Met?

Speaker speaker_0: MetLife.

Speaker speaker_1: MetLife. All right, let's see. All right. And would I be able to, like, uh, I don't know, make like an online account through the, through those sites? Or do I have to, like, have some special information from you guys in order to, like, view, um, like, certain things in detail, like co-payments and stuff like that?

Speaker speaker_0: Um, I can send you a copy of, I can send you a copy of the benefit guide. It'll show you the plans that, that you have, and what they cover y- um, what they cover.

Speaker speaker_1: Okay. Yes. You can send that to my email. That would be great.

Speaker speaker_0: All right. That's going to come from info@benefitsinacard.com.

Speaker speaker_1: Okay.

Speaker speaker_0: It should go to your inbox. If you don't see it in your inbox, check out your spam or junk folder.

Speaker speaker_1: Okay. All right. Um, thank you.

Speaker speaker_0: No problem. Is there anything else I can assist you with?

Speaker speaker_1: Um, no, that'll be all. Thank you.

Speaker speaker_0: All right. Thank you so much for calling. Have a great day.

Speaker speaker_1: Yes, sir.