

Transcript: VICTORIA

Taylor-5076244307689472-6060141354991616

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, I'm trying to... Um, trying to see if my bene- if my benefit, uh, qualifies for Vision as well. Okay. Um, what's the name of the agency you work for? It's going to be Vestala. And the last four of your Social? 8772. And then your first and last name. Timothy Saoli. Okay. Do you mind verifying your address and date of birth? 1211 175th Place, Portland, Oregon 97233, 01/18/1998. And phone number 971- 38-8537? Yes. Okay. Email is going to be first and last name 45 at gmail? Yes. Okay. Um, yes. I see that you're enrolled in Division for Employee plus Spouse. Yep. So then do you, by any chance, might be able to have a list of pla- places that I'll be able to use that benefit? Um, I, we wouldn't have that information. We're just your benefits administrators. Um, but you, I can give you a phone number to call or I can give you, um, a website to go on to. Okay. Um, what's the website? So the website is going to be metlife.com/mybenefits. M-E-T-L-I-F-E? Yeah. Metlife.com/mybenefits. Okay. Um, it didn't work. Um, it's working for me, so I'm not too sure. Um, I can give you a phone number. Uh... Oh, so it's through VSP? Yeah, I believe VSP is connected to it, but, um... Yeah, I mean the website is pulling up for me. I just don't see where it says VSP on there. Um, give me a second. Metlife.com/mybenefits. Yeah, it's giving me a Page Not Found, please try searching for a similar page or go back, 404. Okay. Um, like I said, I have a phone number that you can call and they should be able to help you find a provider. Okay. It is 855-638-3931. Okay. Thank you. Yes, sir. You're welcome. Do you need help with anything else? No, that'd be it. Alrighty. You have a wonderful day. You too. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Hi, I'm trying to... Um, trying to see if my bene- if my benefit, uh, qualifies for Vision as well.

Speaker speaker_1: Okay. Um, what's the name of the agency you work for?

Speaker speaker_2: It's going to be Vestala.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 8772.

Speaker speaker_1: And then your first and last name.

Speaker speaker_2: Timothy Saoli.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: 1211 175th Place, Portland, Oregon 97233, 01/18/1998.

Speaker speaker_1: And phone number 971- 38- 8537?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Email is going to be first and last name 45 at gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, yes. I see that you're enrolled in Division for Employee plus Spouse.

Speaker speaker_2: Yep. So then do you, by any chance, might be able to have a list of places that I'll be able to use that benefit?

Speaker speaker_1: Um, I, we wouldn't have that information. We're just your benefits administrators. Um, but you, I can give you a phone number to call or I can give you, um, a website to go on to.

Speaker speaker_2: Okay. Um, what's the website?

Speaker speaker_1: So the website is going to be metlife.com/mybenefits.

Speaker speaker_2: M-E-T-L-I-F-E?

Speaker speaker_1: Yeah. Metlife.com/mybenefits.

Speaker speaker_2: Okay. Um, it didn't work.

Speaker speaker_1: Um, it's working for me, so I'm not too sure. Um, I can give you a phone number.

Speaker speaker_2: Uh... Oh, so it's through VSP?

Speaker speaker_1: Yeah, I believe VSP is connected to it, but, um... Yeah, I mean the website is pulling up for me. I just don't see where it says VSP on there.

Speaker speaker_2: Um, give me a second. Metlife.com/mybenefits. Yeah, it's giving me a Page Not Found, please try searching for a similar page or go back, 404.

Speaker speaker_1: Okay. Um, like I said, I have a phone number that you can call and they should be able to help you find a provider.

Speaker speaker_2: Okay.

Speaker speaker_1: It is 855-638-3931.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: Yes, sir. You're welcome. Do you need help with anything else?

Speaker speaker_2: No, that'd be it.

Speaker speaker_1: Alrighty. You have a wonderful day.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you. Bye-bye.