

Transcript: VICTORIA

Taylor-5527769825361920-6733993354936320

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, there. Um, my name is Todd Phillip and I'm trying to get glasses. I just got my insurance and I activated it the other day, or yesterday, or the day before. I can't remember. And then I'm trying to go through MetLife Vision and it won't let me make an account, and they said they didn't have the info yet and I'd have to call you guys back. Okay. Uh, what's the name of the agency you work for? Innovative Staff Solutions, or Ch- Chiyoda. And the last four of your Social? 1512. Okay. And, um, let's see. Do you mind verifying your address and date of birth? 12376 Campground Road, Cloverdale, Indiana, 46120. 10-28-65. What is your address? I just walked out of- Oh. Yeah. 352-209-6298. Okay. And that email is? That's why I'm breathing heavy. Okay. Go ahead. No worries. Email is tap8822@gmail.com? Correct. Okay. So what exactly is going on? I, um, was trying... I activated with you guys on the website. They sent me a email link that said, "Activate your insurance." So I did that, but MetLife doesn't have any information on me, which is my vision. And they said I'd have to call you back and have you guys email them or something, or maybe it just didn't go through yet. I don't know. I don't think- But I really need- ... they did. Um- ... glasses. That's why I'm trying to, you know, help this along, so. Yeah. I mean, I see your coverage just became active on the 18th of Monday, or the 18th of this week, um- Yeah. Yesterday. Yeah. So, um, give me one second. It might be because the coverage just became active that you're not showing in our system. Yeah. Yeah. I understand. No s- So I- I'm not too sure if there's anything that we can do on our end with us just being the administrators, but let me double-check. I'll be right back. Okay. Thank you. Alrighty, thank you so much for holding. We're going to- Hi. ... send you... Are you there? I Are you there? Yes, I can hear you. Can you hear me? Yeah. Now I can. I'm out in the country. We are probably not getting the best reception. Okay. So what I'm gonna have to do at this point is I'm gonna have to reach out to upper management and see what's going on, um, with your coverage with MetLife and follow up with you. Unfortunately, I don't have any answers at the moment. That, that's fine. I just... If you saw the glasses I have on, you'd be like, "Yes, you need new ones quick." Okay. I'm just trying to hurry... I'm just trying to hurry it along, so... Okay. And just to make sure I'm understanding, they weren't able to verify your coverage when you went in? No. I went into Walmart- Okay. ... and the lady said I'm not, she can't... She got the MetLife but she couldn't, they didn't have, like, me in their system at MetLife. Okay. So I'll try MetLife again today, and then you'll try and eventually it'll happen. Okay. Yeah, I'll definitely go ahead and reach out and see what's going on, and as soon as I get a response, I'll follow back up with you. Okay. Thank you very much. You're welcome. You have a wonderful day. You too. Bye. 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, there. Um, my name is Todd Phillip and I'm trying to get glasses. I just got my insurance and I activated it the other day, or yesterday, or the day before. I can't remember. And then I'm trying to go through MetLife Vision and it won't let me make an account, and they said they didn't have the info yet and I'd have to call you guys back.

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

Speaker speaker_2: Innovative Staff Solutions, or Ch- Chiyoda.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 1512.

Speaker speaker_1: Okay. And, um, let's see. Do you mind verifying your address and date of birth?

Speaker speaker_2: 12376 Campground Road, Cloverdale, Indiana, 46120. 10-28-65.

Speaker speaker_1: What is your address?

Speaker speaker_2: I just walked out of-

Speaker speaker_1: Oh.

Speaker speaker_2: Yeah. 352-209-6298.

Speaker speaker_1: Okay. And that email is?

Speaker speaker_2: That's why I'm breathing heavy. Okay. Go ahead.

Speaker speaker_1: No worries. Email is tap8822@gmail.com?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. So what exactly is going on?

Speaker speaker_2: I, um, was trying... I activated with you guys on the website. They sent me a email link that said, "Activate your insurance." So I did that, but MetLife doesn't have any information on me, which is my vision. And they said I'd have to call you back and have you guys email them or something, or maybe it just didn't go through yet. I don't know.

Speaker speaker_1: I don't think-

Speaker speaker_2: But I really need-

Speaker speaker_1: ... they did. Um-

Speaker speaker_2: ... glasses. That's why I'm trying to, you know, help this along, so.

Speaker speaker_1: Yeah. I mean, I see your coverage just became active on the 18th of Monday, or the 18th of this week, um-

Speaker speaker_2: Yeah. Yesterday.

Speaker speaker_1: Yeah. So, um, give me one second. It might be because the coverage just became active that you're not showing in our system.

Speaker speaker_2: Yeah. Yeah. I understand. No s-

Speaker speaker_1: So I- I'm not too sure if there's anything that we can do on our end with us just being the administrators, but let me double-check. I'll be right back.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: Alrighty, thank you so much for holding. We're going to-

Speaker speaker_3: Hi.

Speaker speaker_1: ... send you...

Speaker speaker_3: Are you there?

Speaker speaker_1: I

Speaker speaker_3: Are you there?

Speaker speaker_1: Yes, I can hear you. Can you hear me?

Speaker speaker_3: Yeah. Now I can. I'm out in the country. We are probably not getting the best reception.

Speaker speaker_1: Okay. So what I'm gonna have to do at this point is I'm gonna have to reach out to upper management and see what's going on, um, with your coverage with MetLife and follow up with you. Unfortunately, I don't have any answers at the moment.

Speaker speaker_3: That, that's fine. I just... If you saw the glasses I have on, you'd be like, "Yes, you need new ones quick."

Speaker speaker_1: Okay.

Speaker speaker_3: I'm just trying to hurry... I'm just trying to hurry it along, so...

Speaker speaker_1: Okay. And just to make sure I'm understanding, they weren't able to verify your coverage when you went in?

Speaker speaker_3: No. I went into Walmart-

Speaker speaker_1: Okay.

Speaker speaker_3: ... and the lady said I'm not, she can't... She got the MetLife but she couldn't, they didn't have, like, me in their system at MetLife.

Speaker speaker_1: Okay.

Speaker speaker_3: So I'll try MetLife again today, and then you'll try and eventually it'll happen.

Speaker speaker_1: Okay. Yeah, I'll definitely go ahead and reach out and see what's going on, and as soon as I get a response, I'll follow back up with you.

Speaker speaker_3: Okay. Thank you very much.

Speaker speaker_1: You're welcome. You have a wonderful day.

Speaker speaker_3: You too. Bye.

Speaker speaker_1: Thank you. Bye-bye.