

Transcript: VICTORIA

Taylor-5718660960698368-6188703926403072

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? Yes, my name is Dorothy Harris and, uh, ever since Monday I've been... Uh, it should be a note in there that says that they were ch- uh, still looking into the, um, the, um, the vision for me, for the MetLife VSP vision and... Because every time I call MetLife, they, uh, for the vs- for the vision, they keep telling me that, um, that, that they don't have anyth- they don't, uh, have any- anything for me, like they can't find it in their system. And then saying the one that they are finding for me, that was from my previous job and they... And it's showing up, uh, it's showing up inactive as of, uh, January and that's from my other job that I no longer work for anymore. Okay. What's the name of the agency you work for again? Uh. Ooh. Uh, On Track Staffing. And the last four of your Social? 8827. Do you mind verifying your address and date of birth? 12-23-92 2204 Pekindale Drive, Arlington, Texas 76013. Okay. And, I'm sorry, your date of birth? 12-23-92. Gotcha. Phone number 817-504-0138? Yes. And then email is harrisdorothy1992@yahoo.com? Yes. Okay. I believe I actually spoke with you when I was handling this. I have not received word back regarding the situation. Um, the last that I've heard that they were investigating it. Have you recently tried to contact, um, MetLife again? I just got off the phone with them. Okay. And it's still showing- But I need to ... like, when you call the system, you... Like, when you call the system, like, like, it says my name, like, when I give the... When I give them the information before I talk to someone and it, it says my... The automatic system says my name when I put the information and stuff in but they just feel when I talk to some... A live person, an agent, they're still not finding me. All they're finding is the one from my old job that's inactive ex- uh, no longer in active. Gotcha. Yeah, I haven't received any updates regarding the situation. The last update that I received was that they were looking into it and trying to get MetLife up to date with the coverage. Um, I can send a follow-up email to them to see if we have any updates, um, and give you a call back from there. Okay. Yes, ma'am. All right. Thank you. Yep. You're welcome. Was there anything else that you might need help with? No, that'll be all. Okay. So I'll go ahead and follow up on that and see where we're at and then as soon as I get a update on it, I will give you a call back. Okay. Thank you. Thank you. Bye-bye. All right.

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: Yes, my name is Dorothy Harris and, uh, ever since Monday I've been... Uh, it should be a note in there that says that they were ch- uh, still looking into the, um, the, um, the vision for me, for the MetLife VSP vision and... Because every time I call MetLife, they, uh, for the vs- for the vision, they keep telling me that, um, that, that they don't have anyth- they don't, uh, have any- anything for me, like they can't find it in their system. And then saying the one that they are finding for me, that was from my previous job and they... And it's showing up, uh, it's showing up inactive as of, uh, January and that's from my other job that I no longer work for anymore.

Speaker speaker_1: Okay. What's the name of the agency you work for again?

Speaker speaker_2: Uh. Ooh. Uh, On Track Staffing.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 8827.

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

Speaker speaker_2: 12-23-92 2204 Pekindale Drive, Arlington, Texas 76013.

Speaker speaker_1: Okay. And, I'm sorry, your date of birth?

Speaker speaker_2: 12-23-92.

Speaker speaker_1: Gotcha. Phone number 817-504-0138?

Speaker speaker_2: Yes.

Speaker speaker_1: And then email is harrisdorothy1992@yahoo.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. I believe I actually spoke with you when I was handling this. I have not received word back regarding the situation. Um, the last that I've heard that they were investigating it. Have you recently tried to contact, um, MetLife again?

Speaker speaker_2: I just got off the phone with them.

Speaker speaker_1: Okay. And it's still showing-

Speaker speaker_2: But I need to

Speaker speaker_3: ... like, when you call the system, you... Like, when you call the system, like, like, it says my name, like, when I give the... When I give them the information before I talk to someone and it, it says my... The automatic system says my name when I put the information and stuff in but they just feel when I talk to some... A live person, an agent, they're still not finding me. All they're finding is the one from my old job that's inactive ex- uh, no longer in active.

Speaker speaker_1: Gotcha. Yeah, I haven't received any updates regarding the situation. The last update that I received was that they were looking into it and trying to get MetLife up to date with the coverage. Um, I can send a follow-up email to them to see if we have any

updates, um, and give you a call back from there.

Speaker speaker_2: Okay.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: Yep. You're welcome. Was there anything else that you might need help with?

Speaker speaker_2: No, that'll be all.

Speaker speaker_1: Okay. So I'll go ahead and follow up on that and see where we're at and then as soon as I get a update on it, I will give you a call back.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: All right.