

Transcript: VICTORIA

Taylor-5932678762905600-5261659144372224

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yeah, I work for a company in Irving called On Track and I do believe I have vision and dental with y'all, I just wasn't sure how to start using it or... Okay. What's the last four of your social? 2285. And your first and last name? Steven Vasquez. Okay. Uh, and then if you will verify your address and date of birth. Uh, my address is 1400 McCann Street, Irving, Texas 75062. Birth date is 1/22/65. And then phone number is 682-401-8780? Yes. And then email is stvas22@yahoo.com. You got it. Okay. Let's see. So, it looks like your coverage just became active last week, so you should be getting the ID cards in the mail soon. Mm-hmm. Uh, you'll get one ID card for your dental and the other for your vision. Okay. Who's the vision through? Vision is through MetLife. MetLife? Mm-hmm. Okay. All right, that's what I wanted to know. Thank you so much. And you said it should be on the way soon? Yes, you should be getting the physical copies, uh, on the way soon. Okay. It typically takes about seven to 10 business days to get those in the mail. Okay. I can try and look up digital copies if you'd like and email them to you. That'd be great. Okay. Give me just a few seconds. Okay. I'm gonna put you on a brief hold, but I'll be right back. Okay, thanks. Can you still get 'em for me? I gotta drink some more. Yeah, man. Here. Take it home? Oh, yeah. Thank you. All right. Thank you so much for holding. So, I just sent, uh, the dental and vision ID cards to your email. Um, and then I also included instructions on how to find providers for those as well. I appreciate it. Yes, sir. Do you need help with anything else? No, that's it. Thank you so much. You're welcome. Have a good day. Bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Yeah, I work for a company in Irving called On Track and I do believe I have vision and dental with y'all, I just wasn't sure how to start using it or...

Speaker speaker_0: Okay. What's the last four of your social?

Speaker speaker_1: 2285.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Steven Vasquez.

Speaker speaker_0: Okay. Uh, and then if you will verify your address and date of birth.

Speaker speaker_1: Uh, my address is 1400 McCann Street, Irving, Texas 75062. Birth date is 1/22/65.

Speaker speaker_0: And then phone number is 682-401-8780?

Speaker speaker_1: Yes.

Speaker speaker_0: And then email is stvas22@yahoo.com.

Speaker speaker_1: You got it.

Speaker speaker_0: Okay. Let's see. So, it looks like your coverage just became active last week, so you should be getting the ID cards in the mail soon.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Uh, you'll get one ID card for your dental and the other for your vision.

Speaker speaker_1: Okay. Who's the vision through?

Speaker speaker_0: Vision is through MetLife.

Speaker speaker_1: MetLife?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay. All right, that's what I wanted to know. Thank you so much. And you said it should be on the way soon?

Speaker speaker_0: Yes, you should be getting the physical copies, uh, on the way soon.

Speaker speaker_1: Okay.

Speaker speaker_0: It typically takes about seven to 10 business days to get those in the mail.

Speaker speaker_1: Okay.

Speaker speaker_0: I can try and look up digital copies if you'd like and email them to you.

Speaker speaker_1: That'd be great.

Speaker speaker_0: Okay. Give me just a few seconds.

Speaker speaker_1: Okay.

Speaker speaker_0: I'm gonna put you on a brief hold, but I'll be right back.

Speaker speaker_1: Okay, thanks.

Speaker speaker_3: Can you still get 'em for me? I gotta drink some more. Yeah, man. Here. Take it home?

Speaker speaker_4: Oh, yeah. Thank you.

Speaker speaker_3: All right. Thank you so much for holding. So, I just sent, uh, the dental and vision ID cards to your email. Um, and then I also included instructions on how to find providers for those as well.

Speaker speaker_1: I appreciate it.

Speaker speaker_0: Yes, sir. Do you need help with anything else?

Speaker speaker_1: No, that's it. Thank you so much.

Speaker speaker_0: You're welcome. Have a good day.

Speaker speaker_1: Bye.

Speaker speaker_0: Bye.