

Transcript: VICTORIA

Taylor-6401057140031488-5429909686370304

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. I am a provider with Walmart Business Center, and I was trying to see if you guys had, um, vision insurance or vision benefits for, uh, one of your members. Okay. Um, do you have the last four of their social? What's the last four of your social? 3429. 3429. And their first and last name? Jerry Hamilton Junior. Okay. And then if you'll, uh, verify their date of birth and address. What's your birthday? 10/22/'69. 10/22/'69. And what's your address? 100 Tishomingo. 100 Tishomingo... Street. ... Street. Tupelo. Tupelo, Mississippi 38801. Thank you, please. All righty. Give me one second. 404. All right. So yes, they do have active vision coverage and it is through MetLife. VSP? Yes. Uh-huh. VSP Choice. Okay. I can access that from our website. Thank you. All righty. You have a wonderful day. You too. Bye-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: Hi, Victoria. I am a provider with Walmart Business Center, and I was trying to see if you guys had, um, vision insurance or vision benefits for, uh, one of your members.

Speaker speaker_0: Okay. Um, do you have the last four of their social?

Speaker speaker_1: What's the last four of your social?

Speaker speaker_2: 3429.

Speaker speaker_1: 3429.

Speaker speaker_0: And their first and last name?

Speaker speaker_1: Jerry Hamilton Junior.

Speaker speaker_0: Okay. And then if you'll, uh, verify their date of birth and address.

Speaker speaker_1: What's your birthday?

Speaker speaker_2: 10/22/'69.

Speaker speaker_1: 10/22/'69. And what's your address?

Speaker speaker_2: 100 Tishomingo.

Speaker speaker_1: 100 Tishomingo...

Speaker speaker_2: Street.

Speaker speaker_1: ... Street.

Speaker speaker_2: Tupelo.

Speaker speaker_1: Tupelo, Mississippi 38801.

Speaker speaker_2: Thank you, please.

Speaker speaker_0: All righty. Give me one second.

Speaker speaker_1: 404.

Speaker speaker_0: All right. So yes, they do have active vision coverage and it is through MetLife.

Speaker speaker_1: VSP?

Speaker speaker_0: Yes. Uh-huh. VSP Choice.

Speaker speaker_1: Okay. I can access that from our website. Thank you.

Speaker speaker_0: All righty. You have a wonderful day.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye.