

Transcript: VICTORIA

Taylor-6642197254684672-5727454317821952

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hey, my name is Louis Harrison and I have insurance through ISS and I was trying to see, I'm at the doctor's office and I have vision. They needed to know what, uh, vision is... what vision insurance am I using so they can process it. Okay. Um, you said you're with ISS? Yes. And the last four of your Social? 2507. All right. Do you mind verifying your address and date of birth? It's, uh, Greenville, Mississippi, Apartment 15C, 250 Pipers Lane, Greenville, Mississippi. Apartment 15C, 8701. And what did you say on this, on the address? The what else? Date of birth. Oh, November the 29th, 1989. All right. So number 214-982-6888. 982-682-88. Yes, ma'am. Email is gonna be first initial, last name, 709 at gmail. Yes, ma'am. Okay. So it looks like you do have vision. The name of the insurance carrier is MetLife. MetLife for Vision? Yes, sir. Do you need your ID cards? Uh, I have... They sent me a ID card, but it... She said she couldn't see the vision on there. So it's just like the medical ID card, I guess. I have no idea, but I, I, I need the ID card, but like, my... 'Cause I have dental as well and I was trying to see, can I get a ID card that shows that I have medical, medical, dental and vision. Yeah, they're all separate ID cards. Give me just a few seconds. I can look those up and email them to you real quick. Okay. You said it's MetLife for Vision, right? Yes. Okay. I'll be... I should be able to let them know now. Thank you and, uh, I'll be waiting on the, uh, ID card 'cause I only think they sent me the medical one. Okay. If you'll give me just a few minutes, I'm gonna put you on a brief hold and I'll be right back. All right. Thank you. Howdy, thank you so much for holding. So I just sent those ID cards to your email. Okay. Thank you. You're welcome. Do you need help with anything else? Not now. All right then. You have a wonderful day. You too. Thank you. 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: Hey, my name is Louis Harrison and I have insurance through ISS and I was trying to see, I'm at the doctor's office and I have vision. They needed to know what, uh, vision is... what vision insurance am I using so they can process it.

Speaker speaker_0: Okay. Um, you said you're with ISS?

Speaker speaker_1: Yes.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 2507.

Speaker speaker_0: All right. Do you mind verifying your address and date of birth?

Speaker speaker_1: It's, uh, Greenville, Mississippi, Apartment 15C, 250 Pipers Lane, Greenville, Mississippi. Apartment 15C, 8701. And what did you say on this, on the address? The what else?

Speaker speaker_0: Date of birth.

Speaker speaker_1: Oh, November the 29th, 1989.

Speaker speaker_0: All right. So number 214-982-6888.

Speaker speaker_1: 982-682-88. Yes, ma'am.

Speaker speaker_0: Email is gonna be first initial, last name, 709 at gmail.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. So it looks like you do have vision. The name of the insurance carrier is MetLife.

Speaker speaker_1: MetLife for Vision?

Speaker speaker_0: Yes, sir. Do you need your ID cards?

Speaker speaker_1: Uh, I have... They sent me a ID card, but it... She said she couldn't see the vision on there. So it's just like the medical ID card, I guess. I have no idea, but I, I, I need the ID card, but like, my... 'Cause I have dental as well and I was trying to see, can I get a ID card that shows that I have medical, medical, dental and vision.

Speaker speaker_0: Yeah, they're all separate ID cards. Give me just a few seconds. I can look those up and email them to you real quick.

Speaker speaker_1: Okay. You said it's MetLife for Vision, right?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay. I'll be... I should be able to let them know now. Thank you and, uh, I'll be waiting on the, uh, ID card 'cause I only think they sent me the medical one.

Speaker speaker_0: Okay. If you'll give me just a few minutes, I'm gonna put you on a brief hold and I'll be right back.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: Howdy, thank you so much for holding. So I just sent those ID cards to your email.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: You're welcome. Do you need help with anything else?

Speaker speaker_1: Not now.

Speaker speaker_0: All right then. You have a wonderful day.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you. Bye-bye.