

Transcript: Chris Sofield

(deactivated)-6002457253560320-5489733956321280

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Can I speak with Zachary Crane? Uh, that's me. Hi, Mr. Crane. My name is Chris. I'm with Benefits in a Card. I'm returning a voicemail that you left with us over the holiday, something about a disabled account. Yes. I, uh, recently started a new job that uses Benefits on a Card as a insurance provider. Mm-hmm. Uh, got an email, I think it was 23rd or so, uh, you know, to activate my account. Uh, it was a while before I got around to it. I tried to activate it yesterday, uh, and I got both an email saying that, uh, you know, my account had been activated, but also, uh, when I try and log in with the credentials, it says, "This account's been disabled. Uh, contact this number." And that's the number I called and left you a voicemail. Okay. All right. Um, okay. Before we go, uh, any further, just, uh, this call is being recorded for quality assurance and training purposes. Um, just to confirm, the account that you're talking about, is this for, I believe, the, uh, the virtual care benefits? Mm. I suppose. Let me, let me check my email and confirm. I'm sure it probably says in the email. Uh. Just a second. Let me get logged in here. Uh, yeah. The email box is noreply-virtualcare@benefitsinacard.com. Okay. So it is for the virtual care benefits. Mm-hmm. Okay. Um, let me... All right. Let me pull your file up. Uh, wasn't able to confirm anything based off of just the phone number. Um, what, uh, what staffing company do you work with, sir? Uh, Ameristaff. Ameristaff. Okay. Mm-hmm. And then can you, uh, verify the last four of your Social? 8315. Thank you. All right. Let me take a look here. Okay. System shows that your policy is currently active. Okay. No lapse. Good. No, nothing like that. Could possibly have been a delay in files populating properly, uh, for coverage due to the holiday and everything. Um, do me a favor. Okay. Can you try logging in to the portal again while you're on the phone with me and see what happens? Sure. I'll give it a try. All right. I am getting the same message. It says, "Account disabled. Please contact Member Services at 800-497-4856." Got it. Okay. W- All right then. So I, I was hoping it was just a delay with the, with the holiday and everything, but it may be something else. Um, I'll have our IT teams look into seeing what could be causing the issue with, uh, you being able to use your, uh, use, like, log into the virtual care benefits site. And, uh, give us about, give us about a day or two, and I can give you a call back, let you know what they find out and let you know when it's been resolved. Okay? All right. Sounds good. You have my number. Yes, sir. Thank you. Um, was there anything else I could help you with for now? No, that's it. All right. Thanks for taking the time to speak with me, Mr. Crane. You have a good day. You too. Bye. All right. Mm-hmm. Bye now.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, good afternoon. Can I speak with Zachary Crane?

Speaker speaker_2: Uh, that's me.

Speaker speaker_1: Hi, Mr. Crane. My name is Chris. I'm with Benefits in a Card. I'm returning a voicemail that you left with us over the holiday, something about a disabled account.

Speaker speaker_2: Yes. I, uh, recently started a new job that uses Benefits on a Card as a insurance provider.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Uh, got an email, I think it was 23rd or so, uh, you know, to activate my account. Uh, it was a while before I got around to it. I tried to activate it yesterday, uh, and I got both an email saying that, uh, you know, my account had been activated, but also, uh, when I try and log in with the credentials, it says, "This account's been disabled. Uh, contact this number." And that's the number I called and left you a voicemail.

Speaker speaker_1: Okay. All right. Um, okay. Before we go, uh, any further, just, uh, this call is being recorded for quality assurance and training purposes. Um, just to confirm, the account that you're talking about, is this for, I believe, the, uh, the virtual care benefits?

Speaker speaker_2: Mm. I suppose. Let me, let me check my email and confirm. I'm sure it probably says in the email. Uh. Just a second. Let me get logged in here. Uh, yeah. The email box is noreply-virtualcare@benefitsinacard.com.

Speaker speaker_1: Okay. So it is for the virtual care benefits.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. Um, let me... All right. Let me pull your file up. Uh, wasn't able to confirm anything based off of just the phone number. Um, what, uh, what staffing company do you work with, sir?

Speaker speaker_2: Uh, Ameristaff.

Speaker speaker_1: Ameristaff. Okay.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And then can you, uh, verify the last four of your Social?

Speaker speaker_2: 8315.

Speaker speaker_1: Thank you. All right. Let me take a look here. Okay. System shows that your policy is currently active.

Speaker speaker_2: Okay.

Speaker speaker_1: No lapse.

Speaker speaker_2: Good.

Speaker speaker_1: No, nothing like that. Could possibly have been a delay in files populating properly, uh, for coverage due to the holiday and everything. Um, do me a favor.

Speaker speaker_2: Okay.

Speaker speaker_1: Can you try logging in to the portal again while you're on the phone with me and see what happens?

Speaker speaker_2: Sure. I'll give it a try. All right. I am getting the same message. It says, "Account disabled. Please contact Member Services at 800-497-4856."

Speaker speaker_1: Got it. Okay. W- All right then. So I, I was hoping it was just a delay with the, with the holiday and everything, but it may be something else. Um, I'll have our IT teams look into seeing what could be causing the issue with, uh, you being able to use your, uh, use, like, log into the virtual care benefits site. And, uh, give us about, give us about a day or two, and I can give you a call back, let you know what they find out and let you know when it's been resolved. Okay?

Speaker speaker_2: All right. Sounds good. You have my number.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Thank you.

Speaker speaker_1: Um, was there anything else I could help you with for now?

Speaker speaker_2: No, that's it.

Speaker speaker_1: All right. Thanks for taking the time to speak with me, Mr. Crane. You have a good day.

Speaker speaker_2: You too. Bye.

Speaker speaker_1: All right. Mm-hmm. Bye now.