

## Transcript: Francesca

**Baez-4827502458748928-6537412775034880**

### Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hi. My name is Catherine Hiler and I've been working with Justin, but maybe you can help me. Um, my, my, uh, activation has been sent to me in an email, um, but I'm not able to create a pass- even when I use the appropriate password that is recommended, it says, "Password does not meet the below requirements." So, um, I keep trying to activate my card but it won't let me because there's a password issue. For which website? Which website? Yes, ma'am. Um, virtualcare.benefitsinacard.com. Okay. Let's see. So I was sent an email- Mm-hmm. I'm sorry? No, go ahead. Wha- what, what is your question? Oh, no, ma'am. I apologize. I don't mean to interrupt you. I was just gonna ask what staffing company you work with, to locate your account. Oh, Newer, Newer. And what are the last four of your Social? 3051. I want to make sure I have the right account. Can you verify the mailing address and date of birth? 309 West 104th Street, Apartment 3D, New York, New York 10025. Date of birth, 06/24/61. We have best contact same as one you called on, 917-882-5780. I'm sorry. What, what are you saying? Yes, ma'am. I was verifying with you the phone number that we have on file, which looks to be the same one that you're calling on. Oh. 917-882-5780. Yes. I'm sorry, w- the phone is a little bit, uh, I don't know, crackly. So I'm ha- having a hard time understanding you. Oh, okay. And then I have your email down as KHLastlyName@gmail.com? Mm-hmm. Um, and then just to verify with you, um, I do see here that he tried to give you a call on 9/19 to let you know that the issue was resolved. Yeah. Did you try it after 9/19? And is it exactly then? Yeah. I, uh, right after he called me, I tried to- Mm-hmm. ... ask to access it and it just keeps saying, "Password does not meet the below requirements," even if I'm using the strong password. Okay, bear with me one moment. I'll be right back. I'll place in a quick hold. Okay. Thank you. Mm-hmm. Okay, Ms. Hiler. So I'm gonna go ahead and send another IT ticket about the issue with the password not going through. Okay. Thank you so much. Um, and then will I get a... Will you call me? Or, like, when do I know it's gonna be ready for me to try again? Yes, ma'am. As soon as- I think- ... as soon as I hear back from them, I'll go ahead and give you a call. The longest it should take will be 24 to 48 business hours. Oh, God. Okay. Thank you. Thank you so much. Of course. Of course. Looking forward to getting back with you. I, I hope it's quicker than that, but... Thank, thank you. Of course. Have a great day. You too.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Hi. My name is Catherine Hiler and I've been working with Justin, but maybe you can help me. Um, my, my, uh, activation has been sent to me in an email, um, but I'm not able to create a pass- even when I use the appropriate password that is recommended, it says, "Password does not meet the below requirements." So, um, I keep trying to activate my card but it won't let me because there's a password issue.

Speaker speaker\_0: For which website?

Speaker speaker\_1: Which website?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Um, virtualcare.benefitsinacard.com.

Speaker speaker\_0: Okay. Let's see.

Speaker speaker\_1: So I was sent an email-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: I'm sorry?

Speaker speaker\_0: No, go ahead.

Speaker speaker\_1: Wha- what, what is your question?

Speaker speaker\_0: Oh, no, ma'am. I apologize. I don't mean to interrupt you. I was just gonna ask what staffing company you work with, to locate your account.

Speaker speaker\_1: Oh, Newer, Newer.

Speaker speaker\_0: And what are the last four of your Social?

Speaker speaker\_1: 3051.

Speaker speaker\_0: I want to make sure I have the right account. Can you verify the mailing address and date of birth?

Speaker speaker\_1: 309 West 104th Street, Apartment 3D, New York, New York 10025. Date of birth, 06/24/61.

Speaker speaker\_0: We have best contact same as one you called on, 917-882-5780.

Speaker speaker\_1: I'm sorry. What, what are you saying?

Speaker speaker\_0: Yes, ma'am. I was verifying with you the phone number that we have on file, which looks to be the same one that you're calling on.

Speaker speaker\_1: Oh.

Speaker speaker\_0: 917-882-5780.

Speaker speaker\_1: Yes. I'm sorry, w- the phone is a little bit, uh, I don't know, crackly. So I'm ha- having a hard time understanding you.

Speaker speaker\_0: Oh, okay. And then I have your email down as KHLastlyName@gmail.com?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Um, and then just to verify with you, um, I do see here that he tried to give you a call on 9/19 to let you know that the issue was resolved.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Did you try it after 9/19?

Speaker speaker\_1: And is it exactly then? Yeah. I, uh, right after he called me, I tried to-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... ask to access it and it just keeps saying, "Password does not meet the below requirements," even if I'm using the strong password.

Speaker speaker\_0: Okay, bear with me one moment. I'll be right back. I'll place in a quick hold.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Okay, Ms. Hiler. So I'm gonna go ahead and send another IT ticket about the issue with the password not going through.

Speaker speaker\_1: Okay. Thank you so much. Um, and then will I get a... Will you call me? Or, like, when do I know it's gonna be ready for me to try again?

Speaker speaker\_0: Yes, ma'am. As soon as-

Speaker speaker\_1: I think-

Speaker speaker\_0: ... as soon as I hear back from them, I'll go ahead and give you a call. The longest it should take will be 24 to 48 business hours.

Speaker speaker\_1: Oh, God. Okay. Thank you. Thank you so much.

Speaker speaker\_0: Of course. Of course. Looking forward to getting back with you.

Speaker speaker\_1: I, I hope it's quicker than that, but... Thank, thank you.

Speaker speaker\_0: Of course. Have a great day.

Speaker speaker\_1: You too.