

Transcript: Justin

Mills-4927891852410880-4935600916054016

Full Transcript

... if we're calling Benefits in a Card, this is Justin. How can I help you today? Hi. I tried to log into my account. It says my account has been disabled. For Benefits in a Card- And let me check on that for you. Um, what's that staffing agency you work for? Moore. And the last four of your social? 0264. And what was your first and last name? Goldie McMillan. And for security purposes, can you verify your home address, including city, state and zip code? 2041 County Highway 14, Winfield, Alabama 35594. And your date of birth? January 6, 1972. And a good telephone number I have is 678-663-1823. Yes. And the email I have is romanandsofia@gmail.com? Yes. Okay, so let's see here. So you were logging into the VPC or the Virtual Primary Care account, and it was saying it was disabled. Is that correct? Yes, and it gave me this number to call. Okay, so let's see. So what I'll go ahead and do, I'll reach out to my IT department and have them reset the account for you. And then once I do receive word back from my IT department, I'll give you a call back, letting you know if the account was reset and assist you with logging back in. Okay, thank you very much. Bye. You're welcome. But is that 663-1823 a good call back number for you? Yes. Okay, so like I said, once I do receive word back from my IT department, I will give you that call back. Okay, Goldie? All right, sounds good. Bye. Awesome. Well, you have a won-

Conversation Format

Speaker speaker_0: ... if we're calling Benefits in a Card, this is Justin. How can I help you today?

Speaker speaker_1: Hi. I tried to log into my account. It says my account has been disabled. For Benefits in a Card-

Speaker speaker_0: And let me check on that for you. Um, what's that staffing agency you work for?

Speaker speaker_1: Moore.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 0264.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Goldie McMillan.

Speaker speaker_0: And for security purposes, can you verify your home address, including city, state and zip code?

Speaker speaker_1: 2041 County Highway 14, Winfield, Alabama 35594.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: January 6, 1972.

Speaker speaker_0: And a good telephone number I have is 678-663-1823.

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is romanandsofia@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so let's see here. So you were logging into the VPC or the Virtual Primary Care account, and it was saying it was disabled. Is that correct?

Speaker speaker_1: Yes, and it gave me this number to call.

Speaker speaker_0: Okay, so let's see. So what I'll go ahead and do, I'll reach out to my IT department and have them reset the account for you. And then once I do receive word back from my IT department, I'll give you a call back, letting you know if the account was reset and assist you with logging back in.

Speaker speaker_1: Okay, thank you very much. Bye.

Speaker speaker_0: You're welcome. But is that 663-1823 a good call back number for you?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so like I said, once I do receive word back from my IT department, I will give you that call back. Okay, Goldie?

Speaker speaker_1: All right, sounds good. Bye.

Speaker speaker_0: Awesome. Well, you have a won-