

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hey, Justin. Good morning. Um, my name is Tanya Daly, and our company, uh, we're a staffing agency. We use Benefits in a Card for, y- various reasons. But we are supplied the free RX through you guys. Mm-hmm. And I called yesterday because I had... when I got to work, there were 13, um, emails in my work email that said that, uh, it was a request for a password reset, where someone during the night, from like 1:00 AM all the way till five or 6:00 AM yesterday, tried 13 different times to change my password. And I reported it to someone at this phone number. Uh-huh. And the person checked with the IT department, called me back and said, "Uh, we can't see anything on our end," to tell me to change my password. So I did. I changed my password middle of the day yesterday, and then I get in this morning, 7:49 AM and 8:25 AM, there once again, somebody's trying to do a password reset. And it's really worrying me because I'm already part of a data breach with another healthcare provider that I got a letter in the mail for. So what do I do? I, I don't... I don't understand how this is happening, and I don't... and nobody else here at our company has said anything. It's not our IT department I need to let know because it's not through our server. You know what I mean? Yeah, I know what you mean. Um, so what I can do, I mean, I can have my, uh, account... Well, why don't you, uh, give me your contact information and have my, uh, account manager that's responsible for EdCon reach out to you specifically, um, to see if we can go from there? 'Cause we're just the customer service department. Right, right. I wouldn't have anything to do anything with that- And, and honestly, I, I got your phone number at the bottom of the... where it said Benefits in a Card reset- Mm-hmm. ... and it said- Uh-huh. ... call customer service, you know, for questions. That's where I started because, I mean, I do have a, a Benefits in a Card rep that I deal with, but it's for our temporary people's insurance. Um, and I, I don't really think she's gonna be the right person to go through for this. Okay. Um, so let's see here. I'm just gonna make sure- Her name is Rebecca Warren. I don't know who our rep is for what you're doing, but... Yeah, that is the account manager responsible for- Okay, so that is who I need to reach out to then. Okay. Correct. Well, maybe, maybe let me start with her then, 'cause I've got her contact, her direct number, her email and everything. Okay. And what was your name? Tanya, T-O-N-Y-A. Daly, D-A-I-L-E-Y. Okay. So I'll go ahead and let Rebecca know that you've called and, uh, that she's gonna be receiving a phone call from you here shortly, okay? Yep. Sounds good. Awesome. Well, you have a wonderful day, okay, Tanya? Thank you. You too. All right. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hey, Justin. Good morning. Um, my name is Tanya Daly, and our company, uh, we're a staffing agency. We use Benefits in a Card for, y- various reasons. But we are supplied the free RX through you guys.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And I called yesterday because I had... when I got to work, there were 13, um, emails in my work email that said that, uh, it was a request for a password reset, where someone during the night, from like 1:00 AM all the way till five or 6:00 AM yesterday, tried 13 different times to change my password. And I reported it to someone at this phone number.

Speaker speaker_0: Uh-huh.

Speaker speaker_1: And the person checked with the IT department, called me back and said, "Uh, we can't see anything on our end," to tell me to change my password. So I did. I changed my password middle of the day yesterday, and then I get in this morning, 7:49 AM and 8:25 AM, there once again, somebody's trying to do a password reset. And it's really worrying me because I'm already part of a data breach with another healthcare provider that I got a letter in the mail for. So what do I do? I, I don't... I don't understand how this is happening, and I don't... and nobody else here at our company has said anything. It's not our IT department I need to let know because it's not through our server. You know what I mean?

Speaker speaker_0: Yeah, I know what you mean. Um, so what I can do, I mean, I can have my, uh, account... Well, why don't you, uh, give me your contact information and have my, uh, account manager that's responsible for EdCon reach out to you specifically, um, to see if we can go from there? 'Cause we're just the customer service department.

Speaker speaker_1: Right, right.

Speaker speaker_0: I wouldn't have anything to do anything with that-

Speaker speaker_1: And, and honestly, I, I got your phone number at the bottom of the... where it said Benefits in a Card reset-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... and it said-

Speaker speaker_0: Uh-huh.

Speaker speaker_1: ... call customer service, you know, for questions. That's where I started because, I mean, I do have a, a Benefits in a Card rep that I deal with, but it's for our temporary people's insurance. Um, and I, I don't really think she's gonna be the right person to go through for this.

Speaker speaker_0: Okay. Um, so let's see here. I'm just gonna make sure-

Speaker speaker_1: Her name is Rebecca Warren. I don't know who our rep is for what you're doing, but...

Speaker speaker_0: Yeah, that is the account manager responsible for-

Speaker speaker_1: Okay, so that is who I need to reach out to then. Okay.

Speaker speaker_0: Correct.

Speaker speaker_1: Well, maybe, maybe let me start with her then, 'cause I've got her contact, her direct number, her email and everything.

Speaker speaker_0: Okay. And what was your name?

Speaker speaker_1: Tanya, T-O-N-Y-A. Daly, D-A-I-L-E-Y.

Speaker speaker_0: Okay. So I'll go ahead and let Rebecca know that you've called and, uh, that she's gonna be receiving a phone call from you here shortly, okay?

Speaker speaker_1: Yep. Sounds good.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay, Tanya?

Speaker speaker_1: Thank you. You too.

Speaker speaker_0: All right. Bye-bye.

Speaker speaker_1: Bye.