Transcript: Justin Mills-5802185382608896-6436586881728512

Full Transcript

Thank you for calling Benefits and Incentives. This is Justin. How can I help you today? Hey, Mr. Justin. I believe I already have an account for SST and stuff like that, and I've set it up before. Um... Mm-hmm. I tried to sign in, it says, "Account disabled. Please contact..." Uh, yes. So, you were trying to get logged in? Is that correct? Yes, sir. Okay. Um, so superior skilled trades, what's the last four of your Social? Um, last four is... My bad. 2348. And what was your first and last name? Dillon Morency. D-I-L-L-O-N. Morency, M-O-R-E-N-C-Y. And for security purposes, could you verify your home address, including city, state and zip code, Dillon? 10719 Higher Ridge Road, 223-5225, Jacksonville, Florida. And confirm your date of birth. 07/01/2000. And a good telephone number I have is 904-237-8760. That's the one. And the email I have is dillmore13@gmail? That's it. Okay. Um, so I can go ahead and reach out to my IT department to see if they'll reset that account for you, so you can get logged in. However, were you trying to do anything on the website, like get ID cards or- No. Like, like I've already been in, like before this, a couple weeks ago- Okay. ... I'll, I'll look at the email. Uh-huh. Um, it might have just been a week ago. May 5th, I activated the account, was all in. Was able to look at everything. If I needed to contact a doctor, I could. But today, I can't get in. Okay. So, let's see here. And that's for the virtual primary care, correct? Yes, sir. Okay. I was just trying to get on to the, the account. Okay. Um... Yeah, you know, uh, Benefits and Incentives card account, I guess. Okay. So, the portal as well. Okay. Um, so like I said, let me reach out to my IT department, see what is going on and have them reset that account for you. And then once I do receive word back from them, I'll give you a call back. You're all good, boss. Thank you so much. Will it be for the same list... type of number? The 800 number? Yes, sir. 800. Yes, sir. I'll, I'll be on the lookout for it. Awesome. But other than that, is there anything else I could assist you with today, until I receive word back from my IT department? No, I think we're chilling. I was trying to set some appointments and stuff like that, see about getting adult health in order. I totally understand. Just like I said, start learning the doctorate. Okay. So, like I said, once I do receive word back, I will give you that call back. Okay, Dillon? Hey, uh, thank you, man. You're welcome. You have a great day, all right? Hey, you too, boss. Talk to you, Nicky. All right, bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Incentives. This is Justin. How can I help you today?

Speaker speaker_1: Hey, Mr. Justin. I believe I already have an account for SST and stuff like that, and I've set it up before. Um...

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: I tried to sign in, it says, "Account disabled. Please contact..."

Speaker speaker_0: Uh, yes. So, you were trying to get logged in? Is that correct?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. Um, so superior skilled trades, what's the last four of your Social?

Speaker speaker_1: Um, last four is... My bad. 2348.

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

Speaker speaker_1: Dillon Morency. D-I-L-L-O-N. Morency, M-O-R-E-N-C-Y.

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

Speaker speaker_1: 10719 Higher Ridge Road, 223-5225, Jacksonville, Florida.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: 07/01/2000.

Speaker speaker_0: And a good telephone number I have is 904-237-8760.

Speaker speaker_1: That's the one.

Speaker speaker_0: And the email I have is dillmore13@gmail?

Speaker speaker_1: That's it.

Speaker speaker_0: Okay. Um, so I can go ahead and reach out to my IT department to see if they'll reset that account for you, so you can get logged in. However, were you trying to do anything on the website, like get ID cards or-

Speaker speaker_1: No. Like, like I've already been in, like before this, a couple weeks ago-

Speaker speaker_0: Okay.

Speaker speaker_1: ... I'll, I'll look at the email.

Speaker speaker_0: Uh-huh.

Speaker speaker_1: Um, it might have just been a week ago. May 5th, I activated the account, was all in. Was able to look at everything. If I needed to contact a doctor, I could. But today, I can't get in.

Speaker speaker_0: Okay. So, let's see here. And that's for the virtual primary care, correct?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay.

Speaker speaker_1: I was just trying to get on to the, the account.

Speaker speaker_0: Okay. Um...

Speaker speaker_1: Yeah, you know, uh, Benefits and Incentives card account, I guess.

Speaker speaker_0: Okay. So, the portal as well. Okay. Um, so like I said, let me reach out to my IT department, see what is going on and have them reset that account for you. And then once I do receive word back from them, I'll give you a call back.

Speaker speaker_1: You're all good, boss. Thank you so much. Will it be for the same list... type of number? The 800 number?

Speaker speaker_0: Yes, sir. 800. Yes, sir.

Speaker speaker_1: I'll, I'll be on the lookout for it.

Speaker speaker_0: Awesome. But other than that, is there anything else I could assist you with today, until I receive word back from my IT department?

Speaker speaker_1: No, I think we're chilling. I was trying to set some appointments and stuff like that, see about getting adult health in order.

Speaker speaker_0: I totally understand.

Speaker speaker_1: Just like I said, start learning the doctorate.

Speaker speaker_0: Okay. So, like I said, once I do receive word back, I will give you that call back. Okay, Dillon?

Speaker speaker_1: Hey, uh, thank you, man.

Speaker speaker_0: You're welcome. You have a great day, all right?

Speaker speaker_1: Hey, you too, boss. Talk to you, Nicky.

Speaker speaker_0: All right, bye-bye.