

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Hi, Malcolm. Um, my name is Leslie Richardson. Um, I was told, I have... well, I've tried to log into the website and it says my account has been disabled and I want it, tells me to call you guys. What type of company do you work for? Uh, Oxford. Last four of your Social? 8549. First name? Leslie. Last name? Richardson. Okay. For security purposes, can you verify your address and date of birth for me? It's 6411 Redstone Drive. That's in Arlington, Texas 76001. My birthday is 12/22/1975. Okay. So we got your phone number at 767-0233? That is correct. And your email is scottrich@txrr.com? That is correct. Okay. Let's see. You said the website telling you you don't have active coverage? It, it just says... Let me just give you the exact thing here. It says, "Account disabled. Please contact member services," and then I, that's the number I just called. Okay. Hmm. Mind if I put you on a brief hold? Absolutely. Thank you. Are you there, Mr. Richardson? I am, yes. So is that for the virtual care website or the... What website were you trying to log in to? This is the vir- yeah, this, this is the virtual care website. Okay. You mind if I put you on brief hold again? Okay. Thank you. Are you there, Mr. Richardson? I am, yes. All right. So were you trying to schedule an appointment or were you just trying to log in? You were just trying to schedule- I'm just trying to... Yeah, I'm just trying to log in. Okay. You mind if I put you on brief hold again? All right. That's fine. Thank you. Are you there, Mr. Richardson? I am, yes. All right. So were you trying to previously log in and then you lost access? Like how did it... Or do you just, you have access prior and then it just took it, it just said that your account was disabled? I had it. Yeah, I had access and then it, it took it away 'cause I, I even tried activating again and it says, "Duplicate password protected." So... Okay. So you... When did, when did you lose access? That's a good question. Um... I, I really don't know. This is the first time I've checked since I set it up originally, I believe. So how long ago was that? That was probably about two months ago. Okay. You mind if I put you on brief hold again? No, that's fine. Thank you. Are you there, Mr. Richardson? I am, yes. All right. So what were you saying it was happening with the password again? I just go to the Virtual Care Benefits of Card.com login page and I enter in my information and it just says, "Account disabled. Please contact member services at 800-497-4856." You said, you said, y- you had mentioned that when you put in your password, it was saying duplicate password. If, if I, if I tried to re-register, it says, "Duplicate password," um, "found." Or can't reuse password or something like that. I can try that again if you need me to. I'm just, I'm just ma- I'm just making a, making a note of it. Okay. 'Cause what I'm gonna have to do, we're gonna have to send this to the back office and they'll investigate and see why you're n- they're saying you- your account has been disabled is you still, it does show that you have active coverage. So I'm just trying to make sure I have all the information that you're telling me to make it easier on their end. So you said- Yeah. ... when you try to re-register it's saying y- duplicate password?

Right. Okay. Any more information- Like, a- a- a- act- actu- actually, I, I don't think it says duplicate password. I think it says you can't reuse an active password or something like that. I can find the exact verbiage if you need me to. Yes, please. Just so, uh- Okay. So- ... that when they give them accurate information. Okay. Give me one moment while I do that.

"Password reused detected. Please choose a new password that hasn't been used before."

So actually, let me see if I can go in here and do something else. Maybe it's some kind of security measure where it, it makes- Yeah. ... it makes it where it resets your password because you haven't accessed it in so long. Yeah. Let me see. Okay. I just choosed an- I just chose another password because I always save my passwords 'cause I'm that guy. Um- I do that too. That's why..... Okay. And it just shows my new password and it says, "Login now." Yeah. And it still says account disabled even though I changed my password. All right. So say it... It says user account disabled? Yes. Us- it says account disabled. Okay. Even with the new password. So I just sent all that information to my back office. Okay. Please allow us 24 to 48 hours for review, but as soon as we- Okay. ... as soon as they figure out what's going on, I will give you a call back and give you an update. All right. Well, is there anything else I can help you with today, Mr., uh, Mr. Richardson? That's all I wanna do. I'm trying to get some medical stuff done and I was just checking on things. So thank you. No problem. Did you need your ID cards or anything? Do you have all your ID cards? Uh, I have an ID card. Um, I had, I had one, um, I had one provider, uh, for a sleep disorder center that couldn't verify for some odd reason the other day and so that's kind of what started all this. And I'm trying to get a new CPAP machine too and, uh, trying to figure out what all I need for that. So you only have one ID card? I only have one, yes. All right. So what I'm gonna do, while I got you online, just in case you need to lose your coverage while you waiting for that investigation, I'm gonna go ahead and send you your medical card and your other medical cards, your dental... Well, which ID card do you have already? I just have one that has, let me, uh... Is it 90 Degree Benefits or American Public Life? Um, it says 90 Degree Benefits, which is- Okay. ... is weird because I'm, I thought I was supposed to have the, the one that wasn't preventative services only, um, so I'm not, I'm not exactly sure. Anyway. So that one- Uh, yeah. For the medical card like that, you have to call in and request it. Otherwise, it's only sent via email. So what I'm gonna do for you- Sure. I'm gonna go ahead, while I got you on the phone, I'm gonna go ahead and get those sent to you digitally and then- Okay. ... I'm gonna go ahead and put in a request for the physical ones to be sent as well. You mind if I put you on a brief hold while I do that? No, that's fine. Yes. Thank you. No problem. Thank you. Are you there, Mr. Richardson? I am, yes. All right. So I just sent those ID cards to your email. Excellent. Is the 6411 Redstone Drive, is that a home or an apartment? That's home. Okay. So I also put in a request for them to be sent physically. The physical ones will take one to two weeks to get to you. All right. Thank you so much. No problem, sir. All right. All right. Thank you so much. I appreciate it. No problem. Once we get back in front of you, I'll let you know about the issues with your account not being active. All right. I appreciate your help. No problem, Mr. Leslie. You have a great rest of your week. All right. You too. Bye bye. Thank you. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Card. This is Malcolm, how can I help you?

Speaker speaker_1: Hi, Malcolm. Um, my name is Leslie Richardson. Um, I was told, I have... well, I've tried to log into the website and it says my account has been disabled and I want it, tells me to call you guys.

Speaker speaker_0: What type of company do you work for?

Speaker speaker_1: Uh, Oxford.

Speaker speaker_0: Last four of your Social?

Speaker speaker_1: 8549.

Speaker speaker_0: First name?

Speaker speaker_1: Leslie.

Speaker speaker_0: Last name?

Speaker speaker_1: Richardson.

Speaker speaker_0: Okay. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: It's 6411 Redstone Drive. That's in Arlington, Texas 76001. My birthday is 12/22/1975.

Speaker speaker_0: Okay. So we got your phone number at 767-0233?

Speaker speaker_1: That is correct.

Speaker speaker_0: And your email is scottrich@txrr.com?

Speaker speaker_1: That is correct.

Speaker speaker_0: Okay. Let's see. You said the website telling you you don't have active coverage?

Speaker speaker_1: It, it just says... Let me just give you the exact thing here. It says, "Account disabled. Please contact member services," and then I, that's the number I just called.

Speaker speaker_0: Okay. Hmm. Mind if I put you on a brief hold?

Speaker speaker_1: Absolutely.

Speaker speaker_0: Thank you. Are you there, Mr. Richardson?

Speaker speaker_1: I am, yes.

Speaker speaker_0: So is that for the virtual care website or the... What website were you trying to log in to?

Speaker speaker_1: This is the vir- yeah, this, this is the virtual care website.

Speaker speaker_0: Okay. You mind if I put you on brief hold again?

Speaker speaker_1: Okay.

Speaker speaker_0: Thank you. Are you there, Mr. Richardson?

Speaker speaker_1: I am, yes.

Speaker speaker_0: All right. So were you trying to schedule an appointment or were you just trying to log in? You were just trying to schedule-

Speaker speaker_1: I'm just trying to... Yeah, I'm just trying to log in.

Speaker speaker_0: Okay. You mind if I put you on brief hold again?

Speaker speaker_1: All right. That's fine.

Speaker speaker_0: Thank you. Are you there, Mr. Richardson?

Speaker speaker_1: I am, yes.

Speaker speaker_0: All right. So were you trying to previously log in and then you lost access? Like how did it... Or do you just, you have access prior and then it just took it, it just said that your account was disabled?

Speaker speaker_1: I had it. Yeah, I had access and then it, it took it away 'cause I, I even tried activating again and it says, "Duplicate password protected." So...

Speaker speaker_0: Okay. So you... When did, when did you lose access?

Speaker speaker_1: That's a good question. Um-... I, I really don't know. This is the first time I've checked since I set it up originally, I believe.

Speaker speaker_0: So how long ago was that?

Speaker speaker_1: That was probably about two months ago.

Speaker speaker_0: Okay. You mind if I put you on brief hold again?

Speaker speaker_1: No, that's fine.

Speaker speaker_0: Thank you. Are you there, Mr. Richardson?

Speaker speaker_1: I am, yes.

Speaker speaker_0: All right. So what were you saying it was happening with the password again?

Speaker speaker_1: I just go to the Virtual Care Benefits of Card.com login page and I enter in my information and it just says, "Account disabled. Please contact member services at 800-497-4856."

Speaker speaker_0: You said, you said, y- you had mentioned that when you put in your password, it was saying duplicate password.

Speaker speaker_1: If, if I, if I tried to re-register, it says, "Duplicate password," um, "found." Or can't reuse password or something like that. I can try that again if you need me to.

Speaker speaker_0: I'm just, I'm just ma- I'm just making a, making a note of it.

Speaker speaker_1: Okay.

Speaker speaker_0: 'Cause what I'm gonna have to do, we're gonna have to send this to the back office and they'll investigate and see why you're n- they're saying you- your account has been disabled is you still, it does show that you have active coverage. So I'm just trying to make sure I have all the information that you're telling me to make it easier on their end. So you said-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... when you try to re-register it's saying y- duplicate password?

Speaker speaker_1: Right.

Speaker speaker_0: Okay. Any more information-

Speaker speaker_1: Like, a- a- a- act- actu- actually, I, I don't think it says duplicate password. I think it says you can't reuse an active password or something like that. I can find the exact verbiage if you need me to.

Speaker speaker_0: Yes, please. Just so, uh-

Speaker speaker_1: Okay. So-

Speaker speaker_0: ... that when they give them accurate information.

Speaker speaker_1: Okay. Give me one moment while I do that. "Password reused detected. Please choose a new password that hasn't been used before." So actually, let me see if I can go in here and do something else.

Speaker speaker_0: Maybe it's some kind of security measure where it, it makes-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... it makes it where it resets your password because you haven't accessed it in so long.

Speaker speaker_1: Yeah. Let me see. Okay. I just choosed an- I just chose another password because I always save my passwords 'cause I'm that guy. Um-

Speaker speaker_0: I do that too. That's why.....

Speaker speaker_1: Okay. And it just shows my new password and it says, "Login now." Yeah. And it still says account disabled even though I changed my password.

Speaker speaker_0: All right. So say it... It says user account disabled?

Speaker speaker_1: Yes. Us- it says account disabled.

Speaker speaker_0: Okay.

Speaker speaker_1: Even with the new password.

Speaker speaker_0: So I just sent all that information to my back office.

Speaker speaker_1: Okay.

Speaker speaker_0: Please allow us 24 to 48 hours for review, but as soon as we-

Speaker speaker_1: Okay.

Speaker speaker_0: ... as soon as they figure out what's going on, I will give you a call back and give you an update.

Speaker speaker_1: All right.

Speaker speaker_0: Well, is there anything else I can help you with today, Mr., uh, Mr. Richardson?

Speaker speaker_1: That's all I wanna do. I'm trying to get some medical stuff done and I was just checking on things. So thank you.

Speaker speaker_0: No problem. Did you need your ID cards or anything? Do you have all your ID cards?

Speaker speaker_1: Uh, I have an ID card. Um, I had, I had one, um, I had one provider, uh, for a sleep disorder center that couldn't verify for some odd reason the other day and so that's kind of what started all this. And I'm trying to get a new CPAP machine too and, uh, trying to figure out what all I need for that.

Speaker speaker_0: So you only have one ID card?

Speaker speaker_1: I only have one, yes.

Speaker speaker_0: All right. So what I'm gonna do, while I got you online, just in case you need to lose your coverage while you waiting for that investigation, I'm gonna go ahead and send you your medical card and your other medical cards, your dental... Well, which ID card do you have already?

Speaker speaker_1: I just have one that has, let me, uh...

Speaker speaker_0: Is it 90 Degree Benefits or American Public Life?

Speaker speaker_2: Um, it says 90 Degree Benefits, which is-

Speaker speaker_0: Okay.

Speaker speaker_2: ... is weird because I'm, I thought I was supposed to have the, the one that wasn't preventative services only, um, so I'm not, I'm not exactly sure. Anyway.

Speaker speaker_0: So that one-

Speaker speaker_2: Uh, yeah.

Speaker speaker_0: For the medical card like that, you have to call in and request it. Otherwise, it's only sent via email. So what I'm gonna do for you-

Speaker speaker_2: Sure.

Speaker speaker_0: I'm gonna go ahead, while I got you on the phone, I'm gonna go ahead and get those sent to you digitally and then-

Speaker speaker_2: Okay.

Speaker speaker_0: ... I'm gonna go ahead and put in a request for the physical ones to be sent as well. You mind if I put you on a brief hold while I do that?

Speaker speaker_2: No, that's fine. Yes. Thank you.

Speaker speaker_0: No problem. Thank you. Are you there, Mr. Richardson?

Speaker speaker_2: I am, yes.

Speaker speaker_0: All right. So I just sent those ID cards to your email.

Speaker speaker_2: Excellent.

Speaker speaker_0: Is the 6411 Redstone Drive, is that a home or an apartment?

Speaker speaker_2: That's home.

Speaker speaker_0: Okay. So I also put in a request for them to be sent physically. The physical ones will take one to two weeks to get to you.

Speaker speaker_2: All right. Thank you so much.

Speaker speaker_0: No problem, sir.

Speaker speaker_3: All right.

Speaker speaker_0: All right.

Speaker speaker_3: Thank you so much. I appreciate it.

Speaker speaker_0: No problem. Once we get back in front of you, I'll let you know about the issues with your account not being active.

Speaker speaker_2: All right. I appreciate your help.

Speaker speaker_0: No problem, Mr. Leslie. You have a great rest of your week.

Speaker speaker_2: All right. You too. Bye bye.

Speaker speaker_0: Thank you. Bye.