

Transcript: Pearl

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Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. ... card. Your order will assist your security list. I'm Noeli Avila. And how can I assist you? Um, so I'm trying to log in to my, um, Benefits Card thing but it says, um, it's disabled. It's 'cause I don't remember my password and I was trying to reset it and it won't even let me reset it. Okay, and what website are you going to? Um, it is the virtualcarebenefitsinacard.com. Okay, and you've previously registered on that website and it's not letting you log in now? Yeah. Okay. Uh, bear with me one moment. And you said it's the Benefits in a Card Virtual Care? Yeah. Okay, what's the name of the staffing agency you work for? Nexio. That's where you applied? Yes. That's who... Um, yeah, that's who I work for. But that's where you applied? That's not, that's not just your assignment? That's where you applied? Yes. Repeat the name for me. Nexio. Nexio. I don't have a staffing agency with that name. Um, really? That's who, that's who I applied with. You said Next View? Nexio. N-E-X-I-O. Nexio. Hmm, no. Nexio. No, I don't have a staffing agency with that name. Well, that's really weird 'cause I just barely, um... Let's see, 'cause they sent me a, an email on 1/2 when I switched over and it said Benefits in a Card, um, to activate my, my status. Mm-hmm. Mm, yeah- It says, "Benefits in a Card activation successful." Mm-hmm. I'm not... No, I'm not seeing an agency with that name. Um... No, I don't. Um, let's see. Hmm. Yeah, I don't- And do you have check subs? You don't have a check sub or a way to check your check subs just to make sure that's what, that's something that's showing up? Yeah, I have my check subs and it says, it even says I am paying for the insurance. And that's the name that's on your check subs too? Nexio? Yep, Nexio, the people who power our business, and it says, um, ESC, MEC, EC, deduction for medical, dental and everything. Mm-hmm. Give me one moment. Let me take a look. Nexio. No, I don't have... I don't have an agency with that name. Um, maybe you can give them a call and confirm the agency? 'Cause I don't have, uh, an agency with that name. Okay, sounds good. I'll give them a call. All right. Thank you for calling. You have a great day. Thank you. You too.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. ... card. Your order will assist your security list.

Speaker speaker_1: I'm Noeli Avila.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, so I'm trying to log in to my, um, Benefits Card thing but it says, um, it's disabled. It's 'cause I don't remember my password and I was trying to reset it and it won't even let me reset it.

Speaker speaker_0: Okay, and what website are you going to?

Speaker speaker_1: Um, it is the virtualcarebenefitsinacard.com.

Speaker speaker_0: Okay, and you've previously registered on that website and it's not letting you log in now?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Uh, bear with me one moment. And you said it's the Benefits in a Card Virtual Care?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, what's the name of the staffing agency you work for?

Speaker speaker_1: Nexio.

Speaker speaker_0: That's where you applied?

Speaker speaker_1: Yes. That's who... Um, yeah, that's who I work for.

Speaker speaker_0: But that's where you applied? That's not, that's not just your assignment? That's where you applied?

Speaker speaker_1: Yes.

Speaker speaker_0: Repeat the name for me.

Speaker speaker_1: Nexio.

Speaker speaker_0: Nexio. I don't have a staffing agency with that name.

Speaker speaker_1: Um, really? That's who, that's who I applied with.

Speaker speaker_0: You said Next View?

Speaker speaker_1: Nexio. N-E-X-I-O.

Speaker speaker_0: Nexio. Hmm, no. Nexio. No, I don't have a staffing agency with that name.

Speaker speaker_1: Well, that's really weird 'cause I just barely, um... Let's see, 'cause they sent me a, an email on 1/2 when I switched over and it said Benefits in a Card, um, to activate my, my status.

Speaker speaker_0: Mm-hmm. Mm, yeah-

Speaker speaker_1: It says, "Benefits in a Card activation successful."

Speaker speaker_0: Mm-hmm. I'm not... No, I'm not seeing an agency with that name. Um... No, I don't. Um, let's see. Hmm.

Speaker speaker_1: Yeah, I don't-

Speaker speaker_0: And do you have check subs? You don't have a check sub or a way to check your check subs just to make sure that's what, that's something that's showing up?

Speaker speaker_1: Yeah, I have my check subs and it says, it even says I am paying for the insurance.

Speaker speaker_0: And that's the name that's on your check subs too? Nexio?

Speaker speaker_1: Yep, Nexio, the people who power our business, and it says, um, ESC, MEC, EC, deduction for medical, dental and everything.

Speaker speaker_0: Mm-hmm. Give me one moment. Let me take a look. Nexio. No, I don't have... I don't have an agency with that name. Um, maybe you can give them a call and confirm the agency? 'Cause I don't have, uh, an agency with that name.

Speaker speaker_1: Okay, sounds good. I'll give them a call.

Speaker speaker_0: All right. Thank you for calling. You have a great day.

Speaker speaker_1: Thank you. You too.