

## Transcript: Sara

**Marulanda-5650453925675008-5145039454814208**

### Full Transcript

... and LexisNexis- Your call may be monitored or recorded for quality assurance purposes. ... Risk Solution. Your call may be monitored or recorded for quality purposes. If you are a federal government customer, press one. All other customers, press two. For assistance with your ID or password, including IP address maintenance and the forgot password feature, press one. For assistance with crime analysis, community crime map, or the Virtual Crime Center, press two. For assistance with searching news, financial, or public records information, including the use of Accurate products, or if you are experiencing any technical issue- Are you calling to reset your password? If so, why wait on hold? You can use the forgot password feature located on the product sign-on screen to access quickly and easily. If you cannot locate this feature or if you have questions, please wait to speak with a representative. Thank you for calling LexisNexis. My name is May, and can you please go ahead and provide to me your user ID? I'm sorry. I barely can hear you. Can you speak up a little bit? Uh, yes, ma'am. Can you please provide your user ID? It's S Marulanda. S-M-A-R-U-L-A-N-D-A. Sorry, that's S as in Sam, M as in Mary, A as in alpha, R-U-L? Yes. A as in alpha, N as in Nancy, D as in delta, A as in alpha. Thank you so much for that, ma'am. Let me try to pull up your account right here. If in case that we get disconnected, the best callback number, would that be the line ending in 3519? 35191, well, I'm calling from the company. I don't know that number. Uh, I think the best number will be my personal number, 534-2659. Can you repeat that phone number to me, ma'am? 534-2659. Five-nine... Okay. Thank you so much. Give me just a moment to pull up the details of your account right here. Sure, ma'am. Uh, what's the company's name? Benefits In A Cart. And how about your first and last name, please? Sarah Marulanda. Thank you, Sarah. And also, uh, can you confirm your email address? Yes, it is sarah.marulanda@benefitsinacart. I'm sorry, can you repeat the domain of the email, ma'am? Okay, sarah.marulanda@benefitsinacart.com. Okay, thank you. I will gonna be fully authenticating you first for me to have a full access on the account. I will be sending an email with an OTP or a one-time passcode, and as soon as you receive it, just read the numbers back to me, ma'am. Okay? Thank you. Sure. Okay, I have received it. Okay, go ahead please. 456379. All right, thank you. Let me check here. All right, thank you for that, ma'am. Can you tell me more? How can I help you today? No... Okay, uh, because I received an... Well, I was trying to change the password, and, um, there was too many attempts with the wrong password because you don't accept not the old one or the new one. So I chat. Um, I was in the chat with you guys, and then they say they send me a temporary password to log in, but I did not receive it. And it says if I don't receive the temporary password to give you a call, and that's what I'm doing. Oh, okay. So yes, looking on the status of the account right here, ma'am, it's currently suspended due to five consecutive login failure. And, um, no worries. I'll gonna go ahead and reset the password right here, but let me first remove the suspension.

Um... Okay. Actually, the suspension was already removed, so let me try to send you the email now with your temporary password, okay? Okay. Hold by. Sure. All right. And also, um, later on, you will be prompted, ma'am, to enter a new password on the account. Um, just make sure to follow the password requirement listed, your password screen, for it to go through successfully. And I'll be staying on the line just for me to make sure you can access the account. May I get the password? Let's see. Perfect. You can copy and paste it. Just make sure there's no extra space to it, ma'am. Hmm. Okay, now it says to me, "Expire temporary password." That will be the one you just sent me, right? Yes, correct. Okay. Okay, yes. Yes, ma'am. Yes, that one works. Okay. Uh, were you able to successfully change the password? Yes, ma'am. Um, yes. Okay, great. I'm in now. Okay, perfect. Oh, yeah. Okay. With regard to the password, ma'am... You're welcome. With regard to the password, by the way, that you cre- uh, you created, this is valid only for 90 days. And in case that you would like to use the forgot password feature, um, make sure not to go beyond two failed login attempts. In that way, the account will not get suspended or locked out. And was a- able to address everything? Are you now on the page where you can make your searches? Yes, ma'am. Everything is perfect. You really helped me. I really appreciate all your help. You're welcome. And I hope that you have a wonderful day. Bye for now, ma'am. And you as well. Have a wonderful Thanksgiving, ma'am. Thank you. You, too. Bye-bye. Thank you. Mm, bye-bye. Mm-hmm.

## Conversation Format

Speaker None: ... and LexisNexis- Your call may be monitored or recorded for quality assurance purposes. ... Risk Solution. Your call may be monitored or recorded for quality purposes. If you are a federal government customer, press one. All other customers, press two. For assistance with your ID or password, including IP address maintenance and the forgot password feature, press one. For assistance with crime analysis, community crime map, or the Virtual Crime Center, press two. For assistance with searching news, financial, or public records information, including the use of Accurate products, or if you are experiencing any technical issu- Are you calling to reset your password? If so, why wait on hold? You can use the forget password feature located on the product sign-on screen to access quickly and easily. If you cannot locate this feature or if you have questions, please wait to speak with a representative. Thank you for calling LexisNexis. My name is May, and can you please go ahead and provide to me your user ID? I'm sorry. I barely can hear you. Can you speak up a little bit? Uh, yes, ma'am. Can you please provide your user ID? It's S Marulanda. S-M-A-R-U-L-A-N-D-A. Sorry, that's S as in Sam, M as in Mary, A as in alpha, R-U-L? Yes. A as in alpha, N as in Nancy, D as in delta, A as in alpha. Thank you so much for that, ma'am. Let me try to pull up your account right here. If in case that we get disconnected, the best callback number, would that be the line ending in 3519? 35191, well, I'm calling from the company. I don't know that number. Uh, I think the best number will be my personal number, 534-2659. Can you repeat that phone number to me, ma'am? 534-2659. Five-nine... Okay. Thank you so much. Give me just a moment to pull up the details of your account right here. Sure, ma'am. Uh, what's the company's name? Benefits In A Cart. And how about your first and last name, please? Sarah Marulanda. Thank you, Sarah. And also, uh, can you confirm

your email address? Yes, it is sarah.marulanda@benefitsinacart. I'm sorry, can you repeat the domain of the email, ma'am? Okay, sarah.marulanda@benefitsinacart.com. Okay, thank you. I will gonna be fully authenticating you first for me to have a full access on the account. I will be sending an email with an OTP or a one-time passcode, and as soon as you receive it, just read the numbers back to me, ma'am. Okay? Thank you. Sure. Okay, I have received it. Okay, go ahead please. 456379. All right, thank you. Let me check here. All right, thank you for that, ma'am. Can you tell me more? How can I help you today? No... Okay, uh, because I received an... Well, I was trying to change the password, and, um, there was too many attempts with the wrong password because you don't accept not the old one or the new one. So I chat. Um, I was in the chat with you guys, and then they say they send me a temporary password to log in, but I did not receive it. And it says if I don't receive the temporary password to give you a call, and that's what I'm doing. Oh, okay. So yes, looking on the status of the account right here, ma'am, it's currently suspended due to five consecutive login failure. And, um, no worries. I'll gonna go ahead and reset the password right here, but let me first remove the suspension. Um... Okay. Actually, the suspension was already removed, so let me try to send you the email now with your temporary password, okay? Okay. Hold by. Sure. All right. And also, um, later on, you will be prompted, ma'am, to enter a new password on the account. Um, just make sure to follow the password requirement listed, your password screen, for it to go through successfully. And I'll be staying on the line just for me to make sure you can access the account. May I get the password? Let's see. Perfect. You can copy and paste it. Just make sure there's no extra space to it, ma'am. Hmm. Okay, now it says to me, "Expire temporary password." That will be the one you just sent me, right? Yes, correct. Okay. Okay, yes. Yes, ma'am. Yes, that one works. Okay. Uh, were you able to successfully change the password? Yes, ma'am. Um, yes. Okay, great. I'm in now. Okay, perfect. Oh, yeah. Okay. With regard to the password, ma'am... You're welcome. With regard to the password, by the way, that you cre- uh, you created, this is valid only for 90 days. And in case that you would like to use the forgot password feature, um, make sure not to go beyond two failed login attempts. In that way, the account will not get suspended or locked out. And was a- able to address everything? Are you now on the page where you can make your searches? Yes, ma'am. Everything is perfect. You really helped me. I really appreciate all your help. You're welcome. And I hope that you have a wonderful day. Bye for now, ma'am. And you as well. Have a wonderful Thanksgiving, ma'am. Thank you. You, too. Bye-bye. Thank you. Mm, bye-bye. Mm-hmm.