

Transcript: Sara

Marulanda-6694374919028736-6546255480799232

Full Transcript

Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Hi, my name is Elizabeth Delgado. Hello, Ms. Delgado. How may I help you? Yes, I was trying to log in to the Benefits in my Card. Mm-hmm. Um, but it says, it says the account is de-disabled. Mm. The last four of your Social? 6270. Okay. Um, but I... Hello? Hello. Yes. What agency are you working with? Please. Oh. Oh, sorry. Uh, BGSS. BGSS. Okay. Give me just a minute, please. Okay. Okay. I'm going to ask your name again. Sorry, can you repeat that again? Can you, can you please tell me your name and last name again? Yes. Elizabeth Delgado. Okay. Ms. Delgado, just for security purposes, can you please verify your address and date of birth? Yes. The address is 13727 Fire Rock Drive, Houston, Texas 77085. And my date of birth, November 11, 1998. Thank you. Is your email ley6870@gmail.com? And your phone number is 713-933-9738? Yes, ma'am. Thank you very much. Okay. Um, it's showing me that you are active. Oh, okay. So you should currently be active. Um, wha- what were you trying to do there? I just want to see if I can help you. So I was just trying to, um, I guess update 'cause, uh, last time I activated it, I still needed to, like, update some information, I think. And I was just trying to do it in the morning. But it stated that the... I guess, 'cause I was trying to put my password so many times, it stated the account- Mm-hmm. ... was, the account was de- uh, deactivated. Something like that. It, it's okay. I can help you with that. Okay. Um, like, yes, what information you want to add or update? Oh, I think I, yeah, just to make sure I have my address and everything correct. Okay. The address is the one you just verified, 13727 Fire Rock Drive, Houston, Texas. Okay. Mm-hmm. Uh, is there any apartment number on it? No, it's a house. Okay. The phone number is okay. Uh, your date of birth is okay, as well. Uh, you don't have any dependents. Um, just a beneficiary- beneficiary which is a Maria Andrade. Uh-huh. Yeah. Um, have you received your ID cards already? No, I haven't. Not yet. Okay. So I think they're ready. Uh, let me check for them, and I will send them to you. May I put you on hold while I do that? Yeah, that's okay. Okay. I'll be right back with you, ma'am. Okay. Thank you. You're welcome. Hello, Ms. Delgado? Yes, I'm here. Thank you for waiting, ma'am. We already sent you the email with, with the ... part of it. Your email has, um- Oh, okay. You already sent them? Yes, I sent them to you per, uh, email. Okay, thank you so much. Could you check your email while we are on the phone, ma'am? Okay. I got the email that says to activate the benefits in my court. Yes. Uh, there will be three PDF files there on that email. One is your vision, one is your dental, and the other one is your medical ID card. Other than that, Ms. Delgado, is there anything else that I can help you with? Um, no. So I just have to log in to the account? Yes. You just need to click on the PDF files and the, the ID card is there. Oh, I... I don't see those files attached. I just see the link to activate the... It says, "Activate your account today," and then that's it. Okay. Just check on the bottom of the page. Sometimes, depending on the system, the, the attachments will be in

the top of the, uh, email or on the bottom. Okay. Maybe I'll, yeah, I'll check it when I get home because I'm checking it by my phone and it's not letting... Like I scroll a page or I don't see any attachment. No attachment? Maybe the computer. Yeah. Yeah, it could be. Maybe it's downloading. Yeah. So I don't... I, it doesn't... Yeah, I don't see the attachment. I just see the link. Hmm. You know, that should be there, um, because I'm already checking my email here. I'm sorry. Is this a no reply? The attachments are there. There is, uh, three PDF files. Three PDF files? No, I'm not sure why. But you did receive payment. Is that correct? Yes. Okay. Okay, I can resend that again. Okay. Let me do that. I did resend it again. You will see that in a minute. I think it, it could be my connection right now. It's not ... Well, it could be. Yes. Yeah. Because both emails had the attachments, the attachments on. Okay. Then I'll, I'll make sure to check that as soon as I get home. All righty, ma'am. Okay, perfect. I'm sorry about that. No, you're welcome. If you still don't have... You cannot find them once you get home or you have better, um, internet connection, just give us a- Uh-huh. ... call back and we will- Okay. ... resend it. Okay? Okay. Well, th- thank you so much for your time. You're more than help- You're more than welcome, ma'am. Uh, thank you for calling Benefits in a Card. Have a wonderful day. Thank you. You too as well. Take care. Thanks. Bye-bye.

Conversation Format

Speaker None: Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Hi, my name is Elizabeth Delgado. Hello, Ms. Delgado. How may I help you? Yes, I was trying to log in to the Benefits in my Card. Mm-hmm. Um, but it says, it says the account is de- disabled. Mm. The last four of your Social? 6270. Okay. Um, but I... Hello? Hello. Yes. What agency are you working with? Please. Oh. Oh, sorry. Uh, BGSS. BGSS. Okay. Give me just a minute, please. Okay. Okay. I'm going to ask your name again. Sorry, can you repeat that again? Can you, can you please tell me your name and last name again? Yes. Elizabeth Delgado. Okay. Ms. Delgado, just for security purposes, can you please verify your address and date of birth? Yes. The address is 13727 Fire Rock Drive, Houston, Texas 77085. And my date of birth, November 11, 1998. Thank you. Is your email ley6870@gmail.com? And your phone number is 713-933-9738? Yes, ma'am. Thank you very much. Okay. Um, it's showing me that you are active. Oh, okay. So you should currently be active. Um, wha- what were you trying to do there? I just want to see if I can help you. So I was just trying to, um, I guess update 'cause, uh, last time I activated it, I still needed to, like, update some information, I think. And I was just trying to do it in the morning. But it stated that the... I guess, 'cause I was trying to put my password so many times, it stated the account- Mm-hmm. ... was, the account was de- uh, deactivated. Something like that. It, it's okay. I can help you with that. Okay. Um, like, yes, what information you want to add or update? Oh, I think I, yeah, just to make sure I have my address and everything correct. Okay. The address is the one you just verified, 13727 Fire Rock Drive, Houston, Texas. Okay. Mm-hmm. Uh, is there any apartment number on it? No, it's a house. Okay. The phone number is okay. Uh, your date of birth is okay, as well. Uh, you don't have any dependents. Um, just a beneficiary- beneficiary which is a Maria Andrade. Uh-huh. Yeah. Um, have you received your ID cards already? No, I haven't. Not yet. Okay. So I think they're ready. Uh, let me check for them, and I will send them to you. May I put you on hold while I do that? Yeah, that's okay. Okay. I'll be

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