

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Hey, Chris. I'm having an issue logging in to Benefits on a Card. It says my account's been disabled. Okay. Is this for the virtual care site? Uh... I don't know. Doesn't sound familiar. Is it for virtualcare.benefitsOnACard.com? Yes. Okay, so that's for the virtual care site. Let me see what's going on, if anything. What's, uh, what staffing company do you work with? I'm with Creative Circle. And the last four of your Social? 8169. Thank you. Your first and last name? Chris Lindekens. Thank you. Mr. Lindekens, could you verify your address and date of birth for me? Yeah. 1079, uh, Millwood in Middleton, Idaho. Uh, birthdate is 12/12/1977. Thank you. And we have a phone number on file of 949-412-1066. Is that correct? Correct. Okay. One moment. Okay. Our system shows your coverage is still active at this time, so I'm not seeing what could be causing any issue with the online s- uh, the virtual care portal to show that your account's disabled. I'll send an email to our IT team and have them investigate. Give us about- Mm-hmm. ... 24 to 48 business hours. We'll, we'll look into it and we'll be back in touch with you. Awesome. Appreciate it, man. No problem. Anything else? Nope. That'll do it. Have a good day. You're welcome. Thanks for calling, and have a wonderful day.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Chris. How can I help you today?

Speaker speaker_2: Hey, Chris. I'm having an issue logging in to Benefits on a Card. It says my account's been disabled.

Speaker speaker_1: Okay. Is this for the virtual care site?

Speaker speaker_2: Uh... I don't know. Doesn't sound familiar.

Speaker speaker_1: Is it for virtualcare.benefitsOnACard.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so that's for the virtual care site. Let me see what's going on, if anything. What's, uh, what staffing company do you work with?

Speaker speaker_2: I'm with Creative Circle.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 8169.

Speaker speaker_1: Thank you. Your first and last name?

Speaker speaker_2: Chris Lindekens.

Speaker speaker_1: Thank you. Mr. Lindekens, could you verify your address and date of birth for me?

Speaker speaker_2: Yeah. 1079, uh, Millwood in Middleton, Idaho. Uh, birthdate is 12/12/1977.

Speaker speaker_1: Thank you. And we have a phone number on file of 949-412-1066. Is that correct?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. One moment. Okay. Our system shows your coverage is still active at this time, so I'm not seeing what could be causing any issue with the online s- uh, the virtual care portal to show that your account's disabled. I'll send an email to our IT team and have them investigate. Give us about-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... 24 to 48 business hours. We'll, we'll look into it and we'll be back in touch with you.

Speaker speaker_2: Awesome. Appreciate it, man.

Speaker speaker_1: No problem. Anything else?

Speaker speaker_2: Nope. That'll do it. Have a good day.

Speaker speaker_1: You're welcome. Thanks for calling, and have a wonderful day.