

## **Transcript: Chris Sofield**

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### **Full Transcript**

Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Hi, Chris. Um, I was just on the phone recently, and, uh, I was told that my, um, benefits were gonna, uh, start as effective of Monday of this week, the 3rd. Um, and I got information to, like, register and everything for the, um, on the website, but now it's saying, when I try to register and log in, it's saying, "Account not yet effective. Please contact this number," and it says, "Effective on 2/10." Okay. Let me pull your file up and see what's going on, see if I can figure what- Sure. ... what we can figure out what's going on. Uh, what's the last four of your Social and what staffing company do you work with? It's Partners Personnel. Mm-hmm. And, um, the last four of my Social are 0555. And then your first and last name? Eric Nester, N-E-S-T-E-R. Thank you, Mr. Nester. Could you verify your, your address and your date of birth for me? Sure. August 3rd, 1987, and then, uh, 704 19th Street Northwest, Canton, Ohio, 44709. Thank you. Yeah. Uh, we have a phone number on file, 614-464-7161. Is that correct? Yes. Okay. And then let's see here. One moment. And you said when you tried to register online for the- Yeah, so I got- ... benefits for the virtual care I got, um, excuse me. I called 'cause I w- I was... We've been waiting on... This has kind of been a process to get this going. So, uh- Right. ... I've been waiting on my, uh, just to be activated, and then I know the card's in the mail, so that's fine. But then I called to get the information, just so I can get the information before the card came, and she gave it to me. Um, let me get back on the email here. The virtualcare.benefitsofthecard.com website, I got on there, and I signed up for a username and password and everything. And then when I'm trying to log in, it gives me that error message saying, um, "Account not yet effective. Please contact this number. Effective on 2/10/2025." Okay. So- But I was told that it was going to start on the 3rd, Monday. Right. So this So... Right. So I think I see what happened here. Because of the... 'Cause I do see of a, an, like, an already resolved situation regarding your deductions and regarding everything go- going into effect on, on the 3rd. It could be that because of all of those, like... 'Cause it looks like it, it had to have been... It looks like it was a manual, uh, transaction instead of- Okay. ... something to do with, like, a previous, a previous, um, deduction that wasn't recorded properly over here, and we had to kind of go back in and add that after the fact. That may- Okay. ... have caused a delay. So it could, it could just be that it's, it's just taking some time for everything to fully correct itself on the system then. Um, I'll send- Okay. ... an email to our, to our IT team and see if they can try to go ahead and expedite that, but I would say give it about 24 hours and then try again, and you should be able to log in at that point. Okay. I appreciate it. No problem. Anything else? No, that's all. Thank you. You're welcome.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Chris. How can I help you today?

Speaker speaker\_1: Hi, Chris. Um, I was just on the phone recently, and, uh, I was told that my, um, benefits were gonna, uh, start as effective of Monday of this week, the 3rd. Um, and I got information to, like, register and everything for the, um, on the website, but now it's saying, when I try to register and log in, it's saying, "Account not yet effective. Please contact this number," and it says, "Effective on 2/10."

Speaker speaker\_0: Okay. Let me pull your file up and see what's going on, see if I can figure what-

Speaker speaker\_1: Sure.

Speaker speaker\_0: ... what we can figure out what's going on. Uh, what's the last four of your Social and what staffing company do you work with?

Speaker speaker\_1: It's Partners Personnel.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: And, um, the last four of my Social are 0555.

Speaker speaker\_0: And then your first and last name?

Speaker speaker\_1: Eric Nester, N-E-S-T-E-R.

Speaker speaker\_0: Thank you, Mr. Nester. Could you verify your, your address and your date of birth for me?

Speaker speaker\_1: Sure. August 3rd, 1987, and then, uh, 704 19th Street Northwest, Canton, Ohio, 44709.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Uh, we have a phone number on file, 614-464-7161. Is that correct?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. And then let's see here. One moment. And you said when you tried to register online for the-

Speaker speaker\_1: Yeah, so I got-

Speaker speaker\_0: ... benefits for the virtual care

Speaker speaker\_1: I got, um, excuse me. I called 'cause I w- I was... We've been waiting on... This has kind of been a process to get this going. So, uh-

Speaker speaker\_0: Right.

Speaker speaker\_1: ... I've been waiting on my, uh, just to be activated, and then I know the card's in the mail, so that's fine. But then I called to get the information, just so I can get the information before the card came, and she gave it to me. Um, let me get back on the email here. The virtualcare.benefitsofthecard.com website, I got on there, and I signed up for a username and password and everything. And then when I'm trying to log in, it gives me that error message saying, um, "Account not yet effective. Please contact this number. Effective on 2/10/2025."

Speaker speaker\_0: Okay. So-

Speaker speaker\_1: But I was told that it was going to start on the 3rd, Monday.

Speaker speaker\_0: Right.

Speaker speaker\_1: So this

Speaker speaker\_0: So... Right. So I think I see what happened here. Because of the... 'Cause I do see of a, an, like, an already resolved situation regarding your deductions and regarding everything go- going into effect on, on the 3rd. It could be that because of all of those, like... 'Cause it looks like it, it had to have been... It looks like it was a manual, uh, transaction instead of-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... something to do with, like, a previous, a previous, um, deduction that wasn't recorded properly over here, and we had to kind of go back in and add that after the fact. That may-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... have caused a delay. So it could, it could just be that it's, it's just taking some time for everything to fully correct itself on the system then. Um, I'll send-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... an email to our, to our IT team and see if they can try to go ahead and expedite that, but I would say give it about 24 hours and then try again, and you should be able to log in at that point.

Speaker speaker\_1: Okay. I appreciate it.

Speaker speaker\_0: No problem. Anything else?

Speaker speaker\_1: No, that's all. Thank you.

Speaker speaker\_0: You're welcome.