

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. I just called. My name is Raytonya Cheatham and I'm just trying to find out how the Benefits in a Card virtual, um, Virtual Benefits work. Okay. And I tried to go and check my email to see if I received a email and everything, um, to register. And I did find it, but it's telling me that the account was in, uh, was inactive. Because I do, I did make an account before, like when I first signed up for the benefits. Mm-hmm. But now it's telling me it's inactive. Yeah, okay. And I did the forget the pass-, uh, forgot password and everything and it, yeah, it's telling me to call y'all back. Like... Okay. It says account, it says account disabled basically is what it say. It say, "Account disabled. Please contact member services." And it's giving me the number. Okay. So most likely, I'm gonna have to send out a email to our main office regarding that. Um, and they're probab- I'm not sure. They're probably gonna have to reset your account. So it's current... Let me write that down. Give me one second. You said that it's saying that it's disabled? Mm-hmm. It says, "Account disabled. Please contact member services at 800-497-4856." And then you did register though, right? Mm, yes, ma'am. Okay. And then it said that once you try to, um, put forgot password? Yes, ma'am. Okay. Give me one second. Let me pull up your account so that I can send that email and most likely they'll get back to me tomorrow, if that's okay. Oh. Oh, I'm sorry, but, um... Yeah. I been working, working on trying to get my baby to a doctor for almost a hour and a half now. And it's just... Oh, no. Okay. Um, give me one second. Let me see if... Okay. Let me try to get your account first, um, so I can have it pulled up after this. Okay. One, two, three... And then what is the last four of your social? Um, 7360. And then could you verify your address and your date of birth? Um, 2336 Felder Lane, Fort Worth, Texas 76112. And date of birth is April 14th, 1982. And since 8412-4411 your phone number? Yes, ma'am. Mm-hmm. Yes. We're gonna have moof3kings37@gmail.com? Yes, um... Okay. All right, let me see. Okay. Let me see if there's any way that they can contact me a little sooner. Um, can I put you in a brief hold while I send that email? Uh, yes, that's fine. Okay. I'm sorry for that long hold. Um, so I did- Mm-hmm. ... email. Um, I'm just waiting for them to reach back out to me 'cause they're the IT team. Um, so I'm just waiting. Okay. Yeah, 'cause I tried to even do like, like, um, re-register or whatever. Yeah. And it got me all the way to th- to the le- uh, to this page and it says, "Sorry, there was an error. Additional information is required to complete activation. Please contact member services." So I don't know. But I know I've done it because when I first enrolled- Yeah. ... um, or called, you know, I had to set it up and that's how I was actually able to go in, select, you know, the- what I- Mm-hmm. ... wanted and all that. But now it's not letting me even access the account, period. Okay. Yeah, so I did email the, um, the IT main office and sent them a email regarding what you told me, that you tried to get into your account and it said that your account was disabled and once you did forgot password, they said account disabled, contact

assistant of card. So, um, I did send them that email. I'm just waiting for them to r- um, reach back at me. Typically, it does take like 24 hours to get back. Um, that's why I was like it probably will be tomorrow when I call you back. Okay. I'm so sorry. No, that's fine. I'll, I'll try to figure something else out. Um- But I did send that email so that they're aware about your issue. And hopefully tomorrow you're able to, um, log in to your account. Okay. 'Cause I know they're gonna ask me if you registered, so I did put in the email that you did state that you did, um, register when you first, um, became active 'cause that's the first thing they're gonna ask. Okay. Um, but I did put that in the, in the email and that your service- Okay. ... is giving you that error and it's not letting you log in and that your child is currently sick and if they could please reach back. I'm so sorry. I know it's pretty late. No, no, it's not your fault. Hope you feel better. Well, thank you. I appreciate it. Um, thank you so much for your help and your time. You welcome. Um, if I hear back from them, hope- hopefully earlier, I'll give you a call. Okay, not a problem. Is that a good number? The 618- Yes, ma'am. Okay. For 11- 24. Yeah, I'll be reaching back. You welcome. All right, thank you. I hope you feel better. Have a nice day. Me too. Thank you, you too. All right, bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi, Stephanie. I just called. My name is Raytonya Cheatham and I'm just trying to find out how the Benefits in a Card virtual, um, Virtual Benefits work.

Speaker speaker_0: Okay.

Speaker speaker_1: And I tried to go and check my email to see if I received a email and everything, um, to register. And I did find it, but it's telling me that the account was in, uh, was inactive. Because I do, I did make an account before, like when I first signed up for the benefits.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: But now it's telling me it's inactive.

Speaker speaker_0: Yeah, okay.

Speaker speaker_1: And I did the forget the pass-, uh, forgot password and everything and it, yeah, it's telling me to call y'all back. Like...

Speaker speaker_0: Okay.

Speaker speaker_1: It says account, it says account disabled basically is what it say. It say, "Account disabled. Please contact member services." And it's giving me the number.

Speaker speaker_0: Okay. So most likely, I'm gonna have to send out a email to our main office regarding that. Um, and they're probab- I'm not sure. They're probably gonna have to reset your account. So it's current... Let me write that down. Give me one second. You said

that it's saying that it's disabled?

Speaker speaker_1: Mm-hmm. It says, "Account disabled. Please contact member services at 800-497-4856."

Speaker speaker_0: And then you did register though, right?

Speaker speaker_1: Mm, yes, ma'am.

Speaker speaker_0: Okay. And then it said that once you try to, um, put forgot password?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Give me one second. Let me pull up your account so that I can send that email and most likely they'll get back to me tomorrow, if that's okay.

Speaker speaker_1: Oh.

Speaker speaker_0: Oh, I'm sorry, but, um...

Speaker speaker_1: Yeah. I been working, working on trying to get my baby to a doctor for almost a hour and a half now. And it's just...

Speaker speaker_0: Oh, no. Okay. Um, give me one second. Let me see if...

Speaker speaker_1: Okay.

Speaker speaker_0: Let me try to get your account first, um, so I can have it pulled up after this.

Speaker speaker_1: Okay.

Speaker speaker_0: One, two, three... And then what is the last four of your social?

Speaker speaker_1: Um, 7360.

Speaker speaker_0: And then could you verify your address and your date of birth?

Speaker speaker_1: Um, 2336 Felder Lane, Fort Worth, Texas 76112. And date of birth is April 14th, 1982.

Speaker speaker_0: And since 8412-4411 your phone number?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Yes.

Speaker speaker_0: We're gonna have moof3kings37@gmail.com?

Speaker speaker_1: Yes, um...

Speaker speaker_0: Okay. All right, let me see. Okay. Let me see if there's any way that they can contact me a little sooner. Um, can I put you in a brief hold while I send that email?

Speaker speaker_1: Uh, yes, that's fine.

Speaker speaker_0: Okay. I'm sorry for that long hold. Um, so I did-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... email. Um, I'm just waiting for them to reach back out to me 'cause they're the IT team. Um, so I'm just waiting.

Speaker speaker_1: Okay. Yeah, 'cause I tried to even do like, like, um, re-register or whatever.

Speaker speaker_0: Yeah.

Speaker speaker_1: And it got me all the way to th- to the le- uh, to this page and it says, "Sorry, there was an error. Additional information is required to complete activation. Please contact member services." So I don't know. But I know I've done it because when I first enrolled-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... um, or called, you know, I had to set it up and that's how I was actually able to go in, select, you know, the- what I-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... wanted and all that. But now it's not letting me even access the account, period.

Speaker speaker_0: Okay. Yeah, so I did email the, um, the IT main office and sent them a email regarding what you told me, that you tried to get into your account and it said that your account was disabled and once you did forgot password, they said account disabled, contact assistant of card. So, um, I did send them that email. I'm just waiting for them to r- um, reach back at me. Typically, it does take like 24 hours to get back. Um, that's why I was like it probably will be tomorrow when I call you back.

Speaker speaker_1: Okay.

Speaker speaker_0: I'm so sorry.

Speaker speaker_1: No, that's fine. I'll, I'll try to figure something else out. Um-

Speaker speaker_0: But I did send that email so that they're aware about your issue. And hopefully tomorrow you're able to, um, log in to your account.

Speaker speaker_1: Okay.

Speaker speaker_0: 'Cause I know they're gonna ask me if you registered, so I did put in the email that you did state that you did, um, register when you first, um, became active 'cause that's the first thing they're gonna ask.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, but I did put that in the, in the email and that your service-

Speaker speaker_1: Okay.

Speaker speaker_0: ... is giving you that error and it's not letting you log in and that your child is currently sick and if they could please reach back. I'm so sorry.

Speaker speaker_1: I know it's pretty late. No, no, it's not your fault.

Speaker speaker_0: Hope you feel better.

Speaker speaker_1: Well, thank you. I appreciate it. Um, thank you so much for your help and your time.

Speaker speaker_0: You welcome. Um, if I hear back from them, hope- hopefully earlier, I'll give you a call.

Speaker speaker_1: Okay, not a problem.

Speaker speaker_0: Is that a good number? The 618-

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay.

Speaker speaker_1: For 11- 24.

Speaker speaker_0: Yeah, I'll be reaching back. You welcome.

Speaker speaker_1: All right, thank you.

Speaker speaker_0: I hope you feel better. Have a nice day.

Speaker speaker_1: Me too. Thank you, you too. All right, bye-bye.

Speaker speaker_0: Bye-bye.