

Transcript: Estefania

Acevedo-5739222931128320-6441880117624832

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Please leave your message for... Hey, good afternoon. I'm calling from Benefits in a Card. My name is Stephanie. I'm looking to... Hey, good afternoon. I'm calling from Benefits in a Card. I'm calling on behalf of VirtuaStare Services. Um, we spoke yesterday about you having trouble logging into your virtual urgent care and it saying that it was disabled. So the main office finally reached back to me. I'm sorry for the delay, um, but they just did reach back to me and they informed me that the reason why it said that it was inactive was because we just now received your deduction, so it should say that it's active now. I was just calling to let you know, um, that it should be saying that it's active and you should be able to log in. If you have s- any issues logging in for some reason, you're always welcome to give us a call at 800-497-4856, but I did want to let you know that it should be active now that we've received the deduction. So, um, if you could please sign in, and if you do have any issues, you're welcome to give us a callback. We're open from 8:00 AM up until 8:00 PM Eastern Time. Thank you. I hope you have a great day.

Conversation Format

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

Speaker speaker_1: Please leave your message for...

Speaker speaker_2: Hey, good afternoon. I'm calling from Benefits in a Card. My name is Stephanie. I'm looking to... Hey, good afternoon. I'm calling from Benefits in a Card. I'm calling on behalf of VirtuaStare Services. Um, we spoke yesterday about you having trouble logging into your virtual urgent care and it saying that it was disabled. So the main office finally reached back to me. I'm sorry for the delay, um, but they just did reach back to me and they informed me that the reason why it said that it was inactive was because we just now received your deduction, so it should say that it's active now. I was just calling to let you know, um, that it should be saying that it's active and you should be able to log in. If you have s- any issues logging in for some reason, you're always welcome to give us a call at 800-497-4856, but I did want to let you know that it should be active now that we've received the deduction. So, um, if you could please sign in, and if you do have any issues, you're welcome to give us a callback. We're open from 8:00 AM up until 8:00 PM Eastern Time. Thank you. I hope you have a great day.