

Transcript: Francesca

Baez-4524586642227200-5313367653793792

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefitonal Card. My name is Francesca. How can I assist you today? Hi, Francesca. My name is Melissa Emord, and I, I received an email saying, uh, to click here to activate your account, where I'm supposed to put in a password. Okay. But the username on that email is not my email address. It's somebody else's. Is the website virtualcare.benefitonalcard.com in that email somewhere? Yes. Okay. I mean, the letter- Um- ... when I first op- when I first opened up the email, it says, you know, uh, "Dear Melissa Emord," but when I go to the next page, the username listed is not mine. It's not my email address. Okay. Have you tried to access that website? Um, I've just accessed the email, I mean, just through the email. Okay. Have you used your virtual care ever since 2025? Um, I think so. I mean, I set it up for insurance. But it was on that website that's on that email, the virtualcare.benefitonalcard.com, correct? I don't know. I don't know. Okay then- So the reason why I'm asking is, as of 2025, the website itself and the carrier for the virtual care change. Um, I do understand that the username itself is not yours. However, I will make sure that you're yourself, you're already registered and active on the new website itself. Ugh. Okay, which is really confusing because the email came obviously to my email address. Mm-hmm. It could very well be, um, 'cause to be quite honest, you will be surprised the amount of people that have the same first and last name as well as the last part of their social. It is also the same thing with the emails. Sometimes a lot of people have the same email you have, and there could be one or two characters different, and it could have just been a glitch. Um, but regardless of it, the good thing is that you did get that email and call us. That way you know that you do have to go into that website, 'cause you can put it in yourself in the browser separate without clicking on the email. But make sure you go into the active now to make sure that your profile for your virtual care is on the new carrier website now. Okay. So that way that you don't have any problems moving forward trying to use your virtual care. Okay. All right, sounds good. Thank you so much. Of course. Was there anything else we can assist you with aside from that small issue? Uh, not at this time. Uh-huh. Thank you. All right. Of course. And then if you run into any issues, give us a call back so that we can open a ticket for IT to look into it, okay? Okay. Sounds good. Thanks. Of course. Mm-hmm. Thank you so much for giving us a call today. I hope you enjoy the rest of your day. You too. Bye-bye. Mm-hmm. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefitonal Card. My name is Francesca. How can I assist you today?

Speaker speaker_2: Hi, Francesca. My name is Melissa Emord, and I, I received an email saying, uh, to click here to activate your account, where I'm supposed to put in a password. Okay. But the username on that email is not my email address. It's somebody else's.

Speaker speaker_1: Is the website virtualcare.benefitonalcard.com in that email somewhere?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay.

Speaker speaker_2: I mean, the letter-

Speaker speaker_1: Um-

Speaker speaker_2: ... when I first op- when I first opened up the email, it says, you know, uh, "Dear Melissa Emord," but when I go to the next page, the username listed is not mine. It's not my email address.

Speaker speaker_1: Okay. Have you tried to access that website?

Speaker speaker_2: Um, I've just accessed the email, I mean, just through the email.

Speaker speaker_1: Okay. Have you used your virtual care ever since 2025?

Speaker speaker_2: Um, I think so. I mean, I set it up for insurance.

Speaker speaker_1: But it was on that website that's on that email, the virtualcare.benefitonalcard.com, correct?

Speaker speaker_2: I don't know. I don't know. Okay then-

Speaker speaker_1: So the reason why I'm asking is, as of 2025, the website itself and the carrier for the virtual care change. Um, I do understand that the username itself is not yours. However, I will make sure that you're yourself, you're already registered and active on the new website itself.

Speaker speaker_2: Ugh. Okay, which is really confusing because the email came obviously to my email address.

Speaker speaker_1: Mm-hmm. It could very well be, um, 'cause to be quite honest, you will be surprised the amount of people that have the same first and last name as well as the last part of their social. It is also the same thing with the emails. Sometimes a lot of people have the same email you have, and there could be one or two characters different, and it could have just been a glitch. Um, but regardless of it, the good thing is that you did get that email and call us. That way you know that you do have to go into that website, 'cause you can put it in yourself in the browser separate without clicking on the email. But make sure you go into the active now to make sure that your profile for your virtual care is on the new carrier website now.

Speaker speaker_2: Okay.

Speaker speaker_1: So that way that you don't have any problems moving forward trying to use your virtual care.

Speaker speaker_2: Okay. All right, sounds good. Thank you so much.

Speaker speaker_1: Of course. Was there anything else we can assist you with aside from that small issue?

Speaker speaker_2: Uh, not at this time. Uh-huh. Thank you.

Speaker speaker_1: All right. Of course. And then if you run into any issues, give us a call back so that we can open a ticket for IT to look into it, okay?

Speaker speaker_2: Okay. Sounds good. Thanks.

Speaker speaker_1: Of course.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Thank you so much for giving us a call today. I hope you enjoy the rest of your day.

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Mm-hmm. Bye.