

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hey, I have a question. So my name is Tanya Dailey and, okay, so our company, we work with Benefits in a Card because they provide insurance to, um, our temporary employees. We're a temp agency. But we also get offered, like, um, Benefits in a Card with, for us, for staff members as well. And I have insurance with my husband, so the only thing that I use Benefits in a Card for is the virtual care, like the after hours kind of thing, which is a free benefit to us through our employer. I don't know if I need to let anybody know this or not. Um, I had... I- I opened up my work email this morning and it's showing one, two, three, four, five, six, seven, eight, nine, 10, 11, 12, 13, 13 times that... It says, "Benefits in a Card password reset." Where someone tried to get into my email or something. It says, "Dear Tanya Dailey, you've requested to reset your password. If you did not request this change, no action is necessary. Click here to reset your password. Benefits in a Card team." Of course that wasn't me. This was going on between 1:30 AM and 5:42 AM this morning. So do I need to do anything or let anybody know anything or is that... am I calling the right place for this or? Yes, ma'am. Um, the only thing I do just want to clarify is the employees of your staffing company are not getting Benefits in a Card benefits. We only administer those benefits. Now, the one that you have specifically would be benefits that we offer since we are the owners of that virtual care service. Um, but just for your employees, it's those staff employees that go in there when they're getting to you guys so you can help them look for jobs, they're not getting Benefits in a Card services. We only administer those. But correct me if I'm wrong, is it the virtual primary care in the FreeRx that you have? Yes. Uh-huh. Okay. Because it's... What it was, is we- we got out of the, we got, we went out of the country, um, about two, it's been about two weeks ago. I came back and on, when I came back I had, uh, I got sick on the plane. There was no, hardly no air circulating. There was an issue with the circulation and so I ended up at urgent care the next day and I ended up with, um, testing positive for the flu as well as bronchitis. And so I was treated for that through my insurance, through my husband. Then I was... I finished up my antibiotics through that and I was reaching out to the, the FreeRx, you know, where you can call and talk to the doctor after hours. Uh, doc-in-a-box kind of thing. I did the Teladoc, um, after I got off work one day and it was last week actually, and I did t- talk to the doctor, had the appointment and everything. Everything was fine, blah, blah, blah. So I don't know why all of a sudden last night 1:30 AM all the way till, like I said, 5:42 AM somebody was trying to reset my password 13 times. Okay. I'ma have IT look into it just in case. Okay. Which staffing company is it that you're an employee of? Um, Etcon. E-T-C-O-N Employment Solutions. All right. And what is the first and last name spelling? Of my name or the company? Your name. Uh, Tanya. T-O-N-Y-A. Dailey, D like dog, A-I-L-E-Y. And my email address that this went to, um, is tdailey@etcon.net. All right. Kind of creeped me out, you know. It's like my,

I- I've just been dealing with something, you know, with my mom. My mom's 88 years old and she, she actually wrote a check, has nothing to do with this, but I'm just saying it's kind of got me freaked out because- Mm-hmm. ... she wrote a check to her hairdresser for a tip, part of her tip that she forgot to include. And like I said, she's 88 years old. She wrote it for \$8, put it in the mail, and I want you to know someone intercepted her check and watched who it was made out to. Still left her signature on there, changed \$8 to \$4,300 and then did a mobile deposit. And so I've been, I've been dealing with all her stuff on theft and- until I saw this this morning and I'm like, "Oh my God, what the heck is going on?" And I- That's what I would also need to talk about. Yeah, I mean I've had my, I've had my debit card, you know, information over the past, I'll say about five years ago, I've had it stolen six times and then someone actually stole my Social Security number and went and filed taxes on my behalf. It's, uh, I- I've been through it. So when I saw this, of course, I started freaking out. I will definitely understand it 'cause I have, uh, a Capital One credit card and you know how they have the credit cards locked into it? Yeah. It was saying that apparently my social was flagged in the state of California, which is not where I live. Yeah. I really quickly went ahead and submitted identity fr- um, identity fraud to all three of the bureaus just in case. Oh yeah, no doubt. Well, let me know if I- Especially now 2025? Hmm. Yeah. Let me know if I need to do anything with this 'cause I- I- I have no idea what to do. I don't think it's, uh, an issue that I need to let our IT department know, right? I don't think so because they, the card itself for, I mean, not the card, sorry, the account itself for that specific server, it would be our company that will have access to it, the IT department. Okay. I am submitting that ticket to him. He should be giving me a call back in regards to it, um, within 24 to 48 hours. And then when he lets me know whether or not there's anything that we can do or if he reflects anything that we should be aware of in the system, then I'll give you a call back and let you know what they said. Can you let me know something either way, just so I'll kind of- Of course. ... know and not wonder and can I give you my cell phone number to call me back on? Yes, ma'am. Your account has a phone number of 770-827-4553. Will that be it? Yes. Uh-huh. That's it. All right. So I'll make sure that as soon as he lets me know anything, even if they're just looking into it, I'll give you a call back and let you know as soon as he tells me. Okay. That sounds good. All right. Well, with that being said, Ms. Dailey, I hope you have a wonderful rest of your day and hopefully you don't get any more scares like those today. I know, right? Thank you so much. You're welcome. Have a good one. You too. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hey, I have a question. So my name is Tanya Dailey and, okay, so our company, we work with Benefits in a Card because they provide insurance to, um, our temporary employees. We're a temp agency. But we also get offered, like, um, Benefits in a Card with, for us, for staff members as well. And I have insurance with my husband, so the only thing that I use Benefits in a Card for is the virtual care, like the after hours kind of thing, which is a free benefit to us through our employer. I don't know if I need to let anybody know

this or not. Um, I had... I- I opened up my work email this morning and it's showing one, two, three, four, five, six, seven, eight, nine, 10, 11, 12, 13, 13 times that... It says, "Benefits in a Card password reset." Where someone tried to get into my email or something. It says, "Dear Tanya Dailey, you've requested to reset your password. If you did not request this change, no action is necessary. Click here to reset your password. Benefits in a Card team." Of course that wasn't me. This was going on between 1:30 AM and 5:42 AM this morning. So do I need to do anything or let anybody know anything or is that... am I calling the right place for this or?

Speaker speaker_0: Yes, ma'am. Um, the only thing I do just want to clarify is the employees of your staffing company are not getting Benefits in a Card benefits. We only administer those benefits. Now, the one that you have specifically would be benefits that we offer since we are the owners of that virtual care service. Um, but just for your employees, it's those staff employees that go in there when they're getting to you guys so you can help them look for jobs, they're not getting Benefits in a Card services. We only administer those. But correct me if I'm wrong, is it the virtual primary care in the FreeRx that you have?

Speaker speaker_1: Yes. Uh-huh.

Speaker speaker_0: Okay.

Speaker speaker_1: Because it's... What it was, is we- we got out of the, we got, we went out of the country, um, about two, it's been about two weeks ago. I came back and on, when I came back I had, uh, I got sick on the plane. There was no, hardly no air circulating. There was an issue with the circulation and so I ended up at urgent care the next day and I ended up with, um, testing positive for the flu as well as bronchitis. And so I was treated for that through my insurance, through my husband. Then I was... I finished up my antibiotics through that and I was reaching out to the, the FreeRx, you know, where you can call and talk to the doctor after hours. Uh, doc-in-a-box kind of thing. I did the Teladoc, um, after I got off work one day and it was last week actually, and I did t- talk to the doctor, had the appointment and everything. Everything was fine, blah, blah, blah. So I don't know why all of a sudden last night 1:30 AM all the way till, like I said, 5:42 AM somebody was trying to reset my password 13 times.

Speaker speaker_0: Okay. I'ma have IT look into it just in case.

Speaker speaker_1: Okay.

Speaker speaker_0: Which staffing company is it that you're an employee of?

Speaker speaker_1: Um, Etcon. E-T-C-O-N Employment Solutions.

Speaker speaker_0: All right. And what is the first and last name spelling?

Speaker speaker_1: Of my name or the company?

Speaker speaker_0: Your name.

Speaker speaker_1: Uh, Tanya. T-O-N-Y-A. Dailey, D like dog, A-I-L-E-Y. And my email address that this went to, um, is tdailey@etcon.net.

Speaker speaker_0: All right.

Speaker speaker_1: Kind of creeped me out, you know. It's like my, I- I've just been dealing with something, you know, with my mom. My mom's 88 years old and she, she actually wrote a check, has nothing to do with this, but I'm just saying it's kind of got me freaked out because-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... she wrote a check to her hairdresser for a tip, part of her tip that she forgot to include. And like I said, she's 88 years old. She wrote it for \$8, put it in the mail, and I want you to know someone intercepted her check and watched who it was made out to. Still left her signature on there, changed \$8 to \$4,300 and then did a mobile deposit. And so I've been, I've been dealing with all her stuff on theft and- until I saw this this morning and I'm like, "Oh my God, what the heck is going on?" And I-

Speaker speaker_0: That's what I would also need to talk about.

Speaker speaker_1: Yeah, I mean I've had my, I've had my debit card, you know, information over the past, I'll say about five years ago, I've had it stolen six times and then someone actually stole my Social Security number and went and filed taxes on my behalf. It's, uh, I- I've been through it. So when I saw this, of course, I started freaking out.

Speaker speaker_0: I will definitely understand it 'cause I have, uh, a Capital One credit card and you know how they have the credit cards locked into it?

Speaker speaker_1: Yeah.

Speaker speaker_0: It was saying that apparently my social was flagged in the state of California, which is not where I live.

Speaker speaker_1: Yeah.

Speaker speaker_0: I really quickly went ahead and submitted identity fr- um, identity fraud to all three of the bureaus just in case.

Speaker speaker_1: Oh yeah, no doubt. Well, let me know if I-

Speaker speaker_0: Especially now 2025? Hmm.

Speaker speaker_1: Yeah. Let me know if I need to do anything with this 'cause I- I- I have no idea what to do. I don't think it's, uh, an issue that I need to let our IT department know, right?

Speaker speaker_0: I don't think so because they, the card itself for, I mean, not the card, sorry, the account itself for that specific server, it would be our company that will have access to it, the IT department.

Speaker speaker_1: Okay.

Speaker speaker_0: I am submitting that ticket to him. He should be giving me a call back in regards to it, um, within 24 to 48 hours. And then when he lets me know whether or not there's anything that we can do or if he reflects anything that we should be aware of in the system, then I'll give you a call back and let you know what they said.

Speaker speaker_1: Can you let me know something either way, just so I'll kind of-

Speaker speaker_0: Of course.

Speaker speaker_1: ... know and not wonder and can I give you my cell phone number to call me back on?

Speaker speaker_0: Yes, ma'am. Your account has a phone number of 770-827-4553. Will that be it?

Speaker speaker_1: Yes. Uh-huh. That's it.

Speaker speaker_0: All right. So I'll make sure that as soon as he lets me know anything, even if they're just looking into it, I'll give you a call back and let you know as soon as he tells me.

Speaker speaker_1: Okay. That sounds good.

Speaker speaker_0: All right. Well, with that being said, Ms. Dailey, I hope you have a wonderful rest of your day and hopefully you don't get any more scares like those today.

Speaker speaker_1: I know, right? Thank you so much.

Speaker speaker_0: You're welcome. Have a good one.

Speaker speaker_1: You too. Bye-bye.