

Transcript: Franchesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling the Benefits in a Card. My name is Francesca. How can I assist you today? Hello, uh, I'm trying to sign on the website and it says I have to, uh, contact you guys to get activated or something. Which website? Mm. Benefitsinacard.com, it's virtual care. Okay. So I'll have to take a look at your account to see what your policy status is. Mm-hmm. What company do you work with? MAU. And the last four of your social to locate your account? 4847. And lastly, if you wouldn't mind, your last name. Coolidge. C-O-O-L-I-D-G-E. Could you verify your mailing address and date of birth to make sure I located the right account? Yeah. 110 Muscadine Drive, Malden, 29662. And what else did you need? Um, your date of birth. March 5th, 1990. I have the best phone number to reach you down as 843-530-09... 0396? Yes. And we have your email as last name... I mean, first name period last name @gmail.com? This month. Correct. Okay. And then when you went into the website for the Virtual Urgent Care, it said that you needed to speak with us to get it activated? Yeah. It looks like there might be a typo on my card, so... Yeah. Okay. I just looked at my card and it says... Well, now it still doesn't work. Was your name misspelled on it? Yeah. Um, which part? First name or m- last name? Last name. It's C-O-O, but I have C-O-O-L-I-D-G-E. Have you tried logging in with the L-L instead of the O-O? Yeah. I just tried that just now and it still didn't work, but I'll try again. March 5th, 1990. Okay. 1990. Yep. It says, "We can't seem to locate you in our system. Please contact member services." Okay. So what I'm gonna go ahead and do is I'll send this information out to the IT department to see if they can look at it from their side of the system. Okay. Um, it should take roughly 24 to 48 hours for them to get back to me. Hopefully before end of day today, I'll be able to give you a call back in regards to this. Okay? Okay. Thank you. Of course. My pleasure. Looking forward to giving you that call back. Hope you have a wonderful rest of your day. You too. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling the Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_2: Hello, uh, I'm trying to sign on the website and it says I have to, uh, contact you guys to get activated or something.

Speaker speaker_1: Which website?

Speaker speaker_2: Mm. Benefitsinacard.com, it's virtual care.

Speaker speaker_1: Okay. So I'll have to take a look at your account to see what your policy status is.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: What company do you work with?

Speaker speaker_2: MAU.

Speaker speaker_1: And the last four of your social to locate your account?

Speaker speaker_2: 4847.

Speaker speaker_1: And lastly, if you wouldn't mind, your last name.

Speaker speaker_2: Coolidge. C-O-O-L-I-D-G-E.

Speaker speaker_1: Could you verify your mailing address and date of birth to make sure I located the right account?

Speaker speaker_2: Yeah. 110 Muscadine Drive, Malden, 29662. And what else did you need?

Speaker speaker_1: Um, your date of birth.

Speaker speaker_2: March 5th, 1990.

Speaker speaker_1: I have the best phone number to reach you down as 843-530-09... 0396?

Speaker speaker_2: Yes.

Speaker speaker_1: And we have your email as last name... I mean, first name period last name @gmail.com?

Speaker speaker_3: This month.

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. And then when you went into the website for the Virtual Urgent Care, it said that you needed to speak with us to get it activated?

Speaker speaker_2: Yeah. It looks like there might be a typo on my card, so... Yeah.

Speaker speaker_1: Okay.

Speaker speaker_2: I just looked at my card and it says... Well, now it still doesn't work.

Speaker speaker_1: Was your name misspelled on it?

Speaker speaker_2: Yeah.

Speaker speaker_1: Um, which part? First name or m- last name?

Speaker speaker_2: Last name. It's C-O-O, but I have C-O-O-L-I-D-G-E.

Speaker speaker_1: Have you tried logging in with the L-L instead of the O-O?

Speaker speaker_2: Yeah. I just tried that just now and it still didn't work, but I'll try again.
March 5th, 1990.

Speaker speaker_3: Okay. 1990.

Speaker speaker_2: Yep. It says, "We can't seem to locate you in our system. Please contact member services."

Speaker speaker_1: Okay. So what I'm gonna go ahead and do is I'll send this information out to the IT department to see if they can look at it from their side of the system.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, it should take roughly 24 to 48 hours for them to get back to me. Hopefully before end of day today, I'll be able to give you a call back in regards to this. Okay?

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: Of course. My pleasure. Looking forward to giving you that call back. Hope you have a wonderful rest of your day.

Speaker speaker_2: You too. Bye.