

Transcript: Francesca

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Full Transcript

Good morning. Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Um, yes, good morning. It says, um, that my account is disabled and I just activated the account? For whose services, ma'am? Excuse me? For what services? Um, I think all of them. I, I literally just activated it. Let me see my email if it will tell me. No, it's just I applied for everything on your system. Okay, let me be more specific, ma'am. What, what site are you going into and what are you activating specifically? Um, virtualcare.benefitsinacard.com. Good. Let's take a look at the account. What staffing company do you work with? Creative Circle. What are the last four of the social and your last name? 3018, last name Landers. All right. Please verify your mailing address and date of birth to make sure I'm in the right account. 2003, Jocelyn Place, Hephzibah, Georgia 30815. And the date of birth, ma'am? 07/07/1990. We have best contact 347-613-6782? Yes. That's me. And we have your email down as jackielandy@gmail.com? Yes. So we did receive payment for this week's benefits. Have you activated that card previously, that virtual service? No. The last time I activated a card was years ago. The last time I called, they, I had to call because, um, they had a lot of start, different start dates because I did work with Creative Circle a number of times. But they had cleared it up from then, so I don't know what's different now. So specifically speaking about the virtual services, you have not tried to activate it previously? Yes, last week. That was, like, the only other time. Because I just received the email saying that I can activate it. That day was on April 7th, so last week. Ac- it says new benefit announcement, activate your Benefits in a Card account, and that's what I did. Can you refresh your inbox on your Gmail to see if you receive any email at the moment regarding that activation? Oh. 'Cause when I try to do it on my end to start your activation ser- services, it didn't give me any error. It just says, "An email has been sent to your email on file and to follow the instructions in the email that will be sent to you." So that portion that has been sent to your email, we're unfortunately not able to assist you with. But if you do run into any issues with that part, you can give us a call back to open an IT ticket 'cause I don't have access to that portion. But to activate your account, it has provided me the next step and it says that everything is working fine at the moment, that you go into virtualcare.benefitsinacard.com and click Activate. Okay. I got an email saying that I have to activate it again. This is, like, I'm seeing the email come in, like, multiple times now. This is the second time now, uh, within the past couple minutes that I'm getting an email. Let me see if I can... Hold on one second. Because now I have to, it says I have to complete the registration a second time. No, that's it. So if you run into any issues on that second time, feel free to give us a call back and we'll open that IT ticket for you. Okay. Let me... All right. Have a great day and thank you for calling Benefits in a Card today. Thank you. My pleasure.

Conversation Format

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

Speaker speaker_1: Um, yes, good morning. It says, um, that my account is disabled and I just activated the account?

Speaker speaker_0: For whose services, ma'am?

Speaker speaker_1: Excuse me?

Speaker speaker_0: For what services?

Speaker speaker_1: Um, I think all of them. I, I literally just activated it. Let me see my email if it will tell me. No, it's just I applied for everything on your system.

Speaker speaker_0: Okay, let me be more specific, ma'am. What, what site are you going into and what are you activating specifically?

Speaker speaker_1: Um, virtualcare.benefitsinacard.com.

Speaker speaker_0: Good. Let's take a look at the account. What staffing company do you work with?

Speaker speaker_1: Creative Circle.

Speaker speaker_0: What are the last four of the social and your last name?

Speaker speaker_1: 3018, last name Landers.

Speaker speaker_0: All right. Please verify your mailing address and date of birth to make sure I'm in the right account.

Speaker speaker_1: 2003, Jocelyn Place, Hephzibah, Georgia 30815.

Speaker speaker_0: And the date of birth, ma'am?

Speaker speaker_1: 07/07/1990.

Speaker speaker_0: We have best contact 347-613-6782?

Speaker speaker_1: Yes. That's me.

Speaker speaker_0: And we have your email down as jackielandy@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: So we did receive payment for this week's benefits. Have you activated that card previously, that virtual service?

Speaker speaker_1: No. The last time I activated a card was years ago. The last time I called, they, I had to call because, um, they had a lot of start, different start dates because I did work with Creative Circle a number of times. But they had cleared it up from then, so I don't know

what's different now.

Speaker speaker_0: So specifically speaking about the virtual services, you have not tried to activate it previously?

Speaker speaker_1: Yes, last week. That was, like, the only other time. Because I just received the email saying that I can activate it. That day was on April 7th, so last week. Ac- it says new benefit announcement, activate your Benefits in a Card account, and that's what I did.

Speaker speaker_0: Can you refresh your inbox on your Gmail to see if you receive any email at the moment regarding that activation?

Speaker speaker_1: Oh.

Speaker speaker_0: 'Cause when I try to do it on my end to start your activation ser- services, it didn't give me any error. It just says, "An email has been sent to your email on file and to follow the instructions in the email that will be sent to you." So that portion that has been sent to your email, we're unfortunately not able to assist you with. But if you do run into any issues with that part, you can give us a call back to open an IT ticket 'cause I don't have access to that portion. But to activate your account, it has provided me the next step and it says that everything is working fine at the moment, that you go into virtualcare.benefitsinacard.com and click Activate.

Speaker speaker_1: Okay. I got an email saying that I have to activate it again. This is, like, I'm seeing the email come in, like, multiple times now. This is the second time now, uh, within the past couple minutes that I'm getting an email. Let me see if I can... Hold on one second. Because now I have to, it says I have to complete the registration a second time.

Speaker speaker_0: No, that's it. So if you run into any issues on that second time, feel free to give us a call back and we'll open that IT ticket for you.

Speaker speaker_1: Okay. Let me...

Speaker speaker_0: All right. Have a great day and thank you for calling Benefits in a Card today.

Speaker speaker_1: Thank you.

Speaker speaker_0: My pleasure.