

## **Transcript: Franchesca**

**Baez-5782828475269120-5461359669067776**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Good morning. My name is Francesca. Thank you for calling Benefits in a Card. How can I assist you today? Hi, Fran... Excuse me. Sorry about that. Hi, Francesca. Um, so I logged, like, activated my account, and then when I went to go log in, it said my account was disabled. Um, your account for what? For the enrollment or for the virtual care or for something different? I think it's, uh, Benefits in a Card. It's for the, not the enrollment, the actual, like, care. Like the virtual urgent care or a virtual service itself? Um, it's, yeah, virtual, it's [virtualcare.benefitsinacard.com](https://virtualcare.benefitsinacard.com). Okay, let's take a look at the status of your account. What staffing company do you work with? Oxford Global Resources. And can I have the last four of your social and date of birth? 5927, and my date of birth is February 24th, 1993. And lastly, could you please verify your mailing address for me? It is 5043 Alpha Street, North Charleston, South Carolina 29405. I have your best phone number, 843-229-9870, same as the one you called on today? Yes, ma'am. And lastly, I have your email as your first and last name, initial B, @me.com. Yes, ma'am. Let's see. So we did receive payment, and you are currently active. Is it giving you a specific error message? Um, it says, "Account disabled. Please contact member services." Okay. And that was the only error message it did give you? It did not give you anything like a wrongful password or anything like that, correct? Yes, ma'am. That's the only, only error it gave me. And then last thing I want to confirm, we did say that was in [virtualcare.benefitsinacard.com](https://virtualcare.benefitsinacard.com), right? Yes, ma'am. Okay. So what I'm going to do, Mr. Lee, is I'm going to send this ticket out to IT to take a look into it to see if the account itself, like the website, is having a glitch or if the account itself is the issue so we can look into it and fix it. Okay? Okay. Sounds good. So I should be getting back to you roughly within 24 hours, end of day, if not, max, 48 hours, tomorrow. Okay. Sounds good. All right. Thank you so much for your patience. Is there a specific time where it might be hard to reach you, that you would prefer for me to call you at another time or just as soon as I hear back from them? Uh, just whenever. I mean, I have meetings throughout the day, so it's, you know, whenever I'm available kind of deal. Understood. If anything, I'll be sure to leave you a message and send you an email letting you know the results of the investigation. Okay? Okay. That's perfect. All right. Thank you so much, Mr. Lee. I hope you have a wonderful rest of your day, and I look forward to making that call back. All right. Thank you. You, too. Bye-bye. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Good morning. My name is Francesca. Thank you for calling Benefits in a Card. How can I assist you today?

Speaker speaker\_2: Hi, Fran... Excuse me. Sorry about that. Hi, Francesca. Um, so I logged, like, activated my account, and then when I went to go log in, it said my account was disabled.

Speaker speaker\_1: Um, your account for what? For the enrollment or for the virtual care or for something different?

Speaker speaker\_2: I think it's, uh, Benefits in a Card. It's for the, not the enrollment, the actual, like, care.

Speaker speaker\_1: Like the virtual urgent care or a virtual service itself?

Speaker speaker\_2: Um, it's, yeah, virtual, it's [virtualcare.benefitsinacard.com](https://virtualcare.benefitsinacard.com).

Speaker speaker\_1: Okay, let's take a look at the status of your account. What staffing company do you work with?

Speaker speaker\_2: Oxford Global Resources.

Speaker speaker\_1: And can I have the last four of your social and date of birth?

Speaker speaker\_2: 5927, and my date of birth is February 24th, 1993.

Speaker speaker\_1: And lastly, could you please verify your mailing address for me?

Speaker speaker\_2: It is 5043 Alpha Street, North Charleston, South Carolina 29405.

Speaker speaker\_1: I have your best phone number, 843-229-9870, same as the one you called on today?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: And lastly, I have your email as your first and last name, initial B, @me.com.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Let's see. So we did receive payment, and you are currently active. Is it giving you a specific error message?

Speaker speaker\_2: Um, it says, "Account disabled. Please contact member services."

Speaker speaker\_1: Okay. And that was the only error message it did give you? It did not give you anything like a wrongful password or anything like that, correct?

Speaker speaker\_2: Yes, ma'am. That's the only, only error it gave me.

Speaker speaker\_1: And then last thing I want to confirm, we did say that was in [virtualcare.benefitsinacard.com](https://virtualcare.benefitsinacard.com), right?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. So what I'm going to do, Mr. Lee, is I'm going to send this ticket out to IT to take a look into it to see if the account itself, like the website, is having a glitch or if the account itself is the issue so we can look into it and fix it. Okay?

Speaker speaker\_2: Okay. Sounds good.

Speaker speaker\_1: So I should be getting back to you roughly within 24 hours, end of day, if not, max, 48 hours, tomorrow.

Speaker speaker\_2: Okay. Sounds good.

Speaker speaker\_1: All right. Thank you so much for your patience. Is there a specific time where it might be hard to reach you, that you would prefer for me to call you at another time or just as soon as I hear back from them?

Speaker speaker\_2: Uh, just whenever. I mean, I have meetings throughout the day, so it's, you know, whenever I'm available kind of deal.

Speaker speaker\_1: Understood. If anything, I'll be sure to leave you a message and send you an email letting you know the results of the investigation. Okay?

Speaker speaker\_2: Okay. That's perfect.

Speaker speaker\_1: All right. Thank you so much, Mr. Lee. I hope you have a wonderful rest of your day, and I look forward to making that call back.

Speaker speaker\_2: All right. Thank you. You, too.

Speaker speaker\_1: Bye-bye.

Speaker speaker\_2: Bye.