Transcript: Franchesca Baez-5894079468060672-5668773612273664

Full Transcript

Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Hi. Excuse me. Um, I... My benefits have, are, are active as of 2/3, um, but... At least that's what I was told on the phone, um, by you guys. But I'm trying to log in to the system and it's saying that, uh, I'm getting an error, "Account not yet effective. Please contact this number," and it says my, that should be effective on 2/10. So I'm just trying to figure out why I'm not able to log in and why it's saying 2/10 when I was told 2/3, um, by you guys. What are you trying to log in to, sir? The, the virtualcare.benefitsinacar.com website. Okay, let's take a look. What staffing company do you work with? Um, Partners Personnel. And what are the last four of the social? 0555. And the last name, last name? Uh, my name's Eric Nester. Okay. Could you please verify your mailing address and date of birth to make sure that I did locate the correct account? Sure. My date of birth is August 3rd, 1987, and, um, my address is 704 19th Street Northwest, Canton, Ohio, 44709. All right. And then I see best contact 614-464-7161? Yep. And I have your email down as ericjnester@gmail.com. Yes. I see on your account that you did have this issue as well yesterday around 2:30 PM. By any chance, was it resolved or it's still the same issue you had yesterday? No, that, that was the... So I mean, it's, it's been, it's, the whole thing's been an issue. Um, no, it didn't... It was the same issue as of yesterday when I called and you said, you know, it should, um, be resolved this morning, and it's, uh, it's still not the same issue. So I'm just trying to figure out, you know, what's going on. All right. And you did try to log in and, um, log out of it, or even erase the browser and then open a new one? Yep, I tried it, I tried it in different browsers. Like I, I usually use Chrome. Mm-hmm. I tried it in, um, Explorer. So I've tried different browsers, tried a lot of different things, uh, cleared my cache, all that, all that good stuff. So yeah, I'm just not sure what the issue remains to be. So what I'm gonna do is I'm gonna go ahead and send a ticket out to IT, um, to see if, due to the fact that we did have to manually input the payment for this week due to that system error- Mm-hmm. ... I'm gonna see if maybe that's the reason why the system is glitching and not locating your account and saying that it will be next Monday, the 10th, that you will be active instead of this week. Okay. Hopefully the latest that I'll get back to you will be end of day today, 'cause it usually does take 24 to 48 business hours for them to reply back. But I'm hoping that they'll be able to resolve it today instead, rather than tomorrow. Okay. But as soon as they let me know, I will reach back out to you. Okay. Okay. And then that email you're using is the same one that I verified with you, right? Yes. All right, and then the error message one more time was saying that your... That it- Yeah, so it just says, "Account not yet effective. Please contact member services at this phone number." Then it says, "Effective on 2/10/2025." And then it says, "Effective 2/10/2025," right? Yeah, it says, "Effective on 2 slash 10 slash 2025," yeah. Okay. All right. So I went ahead and sent that to them. As soon as I hear back from them, I'll be giving you a call back, okay? Okay. If I do not

reach you, I'll make sure to leave a voice message as well as an email. Okay, thank you. Of course. I do apologize for that inconvenience. No problem. Have a great day. You as well.

Conversation Format

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

Speaker speaker_1: Hi. Excuse me. Um, I... My benefits have, are, are active as of 2/3, um, but... At least that's what I was told on the phone, um, by you guys. But I'm trying to log in to the system and it's saying that, uh, I'm getting an error, "Account not yet effective. Please contact this number," and it says my, that should be effective on 2/10. So I'm just trying to figure out why I'm not able to log in and why it's saying 2/10 when I was told 2/3, um, by you guys.

Speaker speaker_0: What are you trying to log in to, sir?

Speaker speaker_1: The, the virtualcare.benefitsinacar.com website.

Speaker speaker_0: Okay, let's take a look. What staffing company do you work with?

Speaker speaker_1: Um, Partners Personnel.

Speaker speaker_0: And what are the last four of the social?

Speaker speaker_1: 0555.

Speaker speaker_0: And the last name, last name?

Speaker speaker_1: Uh, my name's Eric Nester.

Speaker speaker_0: Okay. Could you please verify your mailing address and date of birth to make sure that I did locate the correct account?

Speaker speaker_1: Sure. My date of birth is August 3rd, 1987, and, um, my address is 704 19th Street Northwest, Canton, Ohio, 44709.

Speaker speaker_0: All right. And then I see best contact 614-464-7161?

Speaker speaker_1: Yep.

Speaker speaker_0: And I have your email down as ericjnester@gmail.com.

Speaker speaker_1: Yes.

Speaker speaker_0: I see on your account that you did have this issue as well yesterday around 2:30 PM. By any chance, was it resolved or it's still the same issue you had yesterday?

Speaker speaker_1: No, that, that was the... So I mean, it's, it's been, it's, the whole thing's been an issue. Um, no, it didn't... It was the same issue as of yesterday when I called and you

said, you know, it should, um, be resolved this morning, and it's, uh, it's still not the same issue. So I'm just trying to figure out, you know, what's going on.

Speaker speaker_0: All right. And you did try to log in and, um, log out of it, or even erase the browser and then open a new one?

Speaker speaker_1: Yep, I tried it, I tried it in different browsers. Like I, I usually use Chrome.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: I tried it in, um, Explorer. So I've tried different browsers, tried a lot of different things, uh, cleared my cache, all that, all that good stuff. So yeah, I'm just not sure what the issue remains to be.

Speaker speaker_0: So what I'm gonna do is I'm gonna go ahead and send a ticket out to IT, um, to see if, due to the fact that we did have to manually input the payment for this week due to that system error-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... I'm gonna see if maybe that's the reason why the system is glitching and not locating your account and saying that it will be next Monday, the 10th, that you will be active instead of this week.

Speaker speaker_1: Okay.

Speaker speaker_0: Hopefully the latest that I'll get back to you will be end of day today, 'cause it usually does take 24 to 48 business hours for them to reply back. But I'm hoping that they'll be able to resolve it today instead, rather than tomorrow.

Speaker speaker_1: Okay.

Speaker speaker_0: But as soon as they let me know, I will reach back out to you.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. And then that email you're using is the same one that I verified with you, right?

Speaker speaker_1: Yes.

Speaker speaker_0: All right, and then the error message one more time was saying that your... That it-

Speaker speaker_1: Yeah, so it just says, "Account not yet effective. Please contact member services at this phone number." Then it says, "Effective on 2/10/2025."

Speaker speaker_0: And then it says, "Effective 2/10/2025," right?

Speaker speaker_1: Yeah, it says, "Effective on 2 slash 10 slash 2025," yeah.

Speaker speaker_0: Okay. All right. So I went ahead and sent that to them. As soon as I hear back from them, I'll be giving you a call back, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: If I do not reach you, I'll make sure to leave a voice message as well as an email.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: Of course. I do apologize for that inconvenience.

Speaker speaker_1: No problem.

Speaker speaker_0: Have a great day.

Speaker speaker_1: You as well.