

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits and a Card. My name is Francesca. How can I assist you today? Hi, Francesca. I am a, like, brand spanking baby new, and I just now tried to activate my account. But I'm able to activate it, but my, um, uh, m- my dependent is my spouse, so they're over the age of 18. And the email that's attached to it is mine that's for the other account, so I can't log in as them to activate their account. What account, ma'am? I'm sorry. Yeah. Uh, yes. My- the- the la- it's, uh, Casdorff. So C-A-S-D-O-R- No, ma'am. What account, ma'am? Oh. Oh, oh. I'm not 100% because you just- you started right into the issue, but I'm not sure what - Oh, no. No. ... what has you concerning about. No. I'm sorry. I ha- have it and I've been trying to break it recently. So, I, I just got the Benefits and the Card activated through my work, and I added my spouse to it. But when they created my account for Benefits and the Card, they put both my spouse and I using the same email. And they... So, they are my, like, dependent. They are n- it's not, like, a power of attorney level thing. So, I can't get in there to change their email so that they can have access to their own account. Okay. I, I do apologize, ma'am. I'm still on the same question. What account are you calling about, ma'am? Virtual Care, FreeRx, or Enroll into Benefits? Which account, ma'am? Um, I'm just trying to change so they can get into their normal b- like, virtual account. So that I, they don't have- Their Virtual Care? Yeah, their Virtual Care. Yes, so they can get into it to even use it in the first place. 'Cause I got mine situated and fixed yesterday, but then we can't get them to use it because I can't get them to log in. To, like, use the service at, like, in the first place. It won't let them. Even though, like, I see them on my account, but every time I get, like, an activation email sent to myself, it's sending to the same email, so it's, like, not working. Okay. Bear with me one moment. But I- I'm not too sure if a dependent is supposed to have their own login account for the Virtual Care. I'll have to double-check. Okay. I'll be right back, okay? Mm-hmm. And then once I double-check that, I'll try to locate your account afterwards. But let me just get that one- All right. ... issue out of the way, um, so that we can see if it is something that either the system is not supposed to let you do, or if it is something that the system is currently not letting you do that you should be able to do, okay? Okay, thank you. Of course. Bear with me one moment. Can you hold it, ma'am? Yes. Um, on the email received for verification or activation, was there more than one pin or verification code? No, there was only given one. Okay, so I'm gonna have to submit a ticket for the front office to provide further assistance. When, um, I was represented on the phone, what we were advised at one point is that you're supposed to have an additional, I believe, um, code or pin for your dependent. So, I'll have to reach out to the front office to look into this current issue, okay? Okay, thank you. Of course. But go ahead and pull up your account so I can attach your account to the ticket. What staffing company do you work with? I work with Focus Workforce. And what are the last four of your social? Uh, 2481. Mm-hmm. First name, Jessica? Uh, yes. Okay. Could you

please verify your mailing address and your date of birth to make sure I'm on the right account? Yes. My mailing address is 720 West Centennial Avenue, Muncie. And w- what was the other one that you needed? Your date of birth. My date of... I'm- I've been so scattered today, I'm so sorry. It's okay. Uh, it is 9/27/95. I have this number to reach you down as 840-688-0382, same as the one it shows you're calling on? Yes. Can I have your email down as your last name period first initial @gmail.com? Uh, yes. All right. So, I'll reach out to them in regards to this. It should take them perhaps 24 to 48 business hours to get back with me when they answer. And as soon as I hear back from them, I'll reach out to you with an answer, okay? All right. Thank you so much. Of course. Thank you. Hope you have a wonderful rest of your day, and I'm looking forwards to giving you that call back. All right, thank you. Bye. Bye.

Conversation Format

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

Speaker speaker_1: Hi, Francesca. I am a, like, brand spanking baby new, and I just now tried to activate my account. But I'm able to activate it, but my, um, uh, m- my dependent is my spouse, so they're over the age of 18. And the email that's attached to it is mine that's for the other account, so I can't log in as them to activate their account.

Speaker speaker_0: What account, ma'am? I'm sorry.

Speaker speaker_1: Yeah. Uh, yes. My- the- the la- it's, uh, Casdorph. So C-A-S-D-O-R-

Speaker speaker_0: No, ma'am. What account, ma'am?

Speaker speaker_1: Oh. Oh, oh.

Speaker speaker_0: I'm not 100% because you just- you started right into the issue, but I'm not sure what -

Speaker speaker_1: Oh, no. No.

Speaker speaker_0: ... what has you concerning about.

Speaker speaker_1: No. I'm sorry. I ha- have it and I've been trying to break it recently. So, I, I just got the Benefits and the Card activated through my work, and I added my spouse to it. But when they created my account for Benefits and the Card, they put both my spouse and I using the same email. And they... So, they are my, like, dependent. They are n- it's not, like, a power of attorney level thing. So, I can't get in there to change their email so that they can have access to their own account.

Speaker speaker_0: Okay. I, I do apologize, ma'am. I'm still on the same question. What account are you calling about, ma'am? Virtual Care, FreeRx, or Enroll into Benefits? Which account, ma'am?

Speaker speaker_1: Um, I'm just trying to change so they can get into their normal b- like, virtual account. So that I, they don't have-

Speaker speaker_0: Their Virtual Care?

Speaker speaker_1: Yeah, their Virtual Care. Yes, so they can get into it to even use it in the first place. 'Cause I got mine situated and fixed yesterday, but then we can't get them to use it because I can't get them to log in. To, like, use the service at, like, in the first place. It won't let them. Even though, like, I see them on my account, but every time I get, like, an activation email sent to myself, it's sending to the same email, so it's, like, not working. Okay.

Speaker speaker_0: Bear with me one moment.

Speaker speaker_1: But I-

Speaker speaker_0: I'm not too sure if a dependent is supposed to have their own login account for the Virtual Care. I'll have to double-check.

Speaker speaker_1: Okay.

Speaker speaker_0: I'll be right back, okay?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And then once I double-check that, I'll try to locate your account afterwards. But let me just get that one-

Speaker speaker_1: All right.

Speaker speaker_0: ... issue out of the way, um, so that we can see if it is something that either the system is not supposed to let you do, or if it is something that the system is currently not letting you do that you should be able to do, okay?

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: Of course. Bear with me one moment. Can you hold it, ma'am?

Speaker speaker_1: Yes.

Speaker speaker_0: Um, on the email received for verification or activation, was there more than one pin or verification code?

Speaker speaker_1: No, there was only given one.

Speaker speaker_0: Okay, so I'm gonna have to submit a ticket for the front office to provide further assistance. When, um, I was represented on the phone, what we were advised at one point is that you're supposed to have an additional, I believe, um, code or pin for your dependent. So, I'll have to reach out to the front office to look into this current issue, okay?

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: Of course. But go ahead and pull up your account so I can attach your account to the ticket. What staffing company do you work with?

Speaker speaker_1: I work with Focus Workforce.

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

Speaker speaker_1: Uh, 2481.

Speaker speaker_0: Mm-hmm. First name, Jessica?

Speaker speaker_1: Uh, yes.

Speaker speaker_0: Okay. Could you please verify your mailing address and your date of birth to make sure I'm on the right account?

Speaker speaker_1: Yes. My mailing address is 720 West Centennial Avenue, Muncie. And w- what was the other one that you needed?

Speaker speaker_0: Your date of birth.

Speaker speaker_1: My date of... I'm- I've been so scattered today, I'm so sorry.

Speaker speaker_0: It's okay.

Speaker speaker_1: Uh, it is 9/27/95.

Speaker speaker_0: I have this number to reach you down as 840-688-0382, same as the one it shows you're calling on?

Speaker speaker_1: Yes.

Speaker speaker_0: Can I have your email down as your last name period first initial @gmail.com?

Speaker speaker_1: Uh, yes.

Speaker speaker_0: All right. So, I'll reach out to them in regards to this. It should take them perhaps 24 to 48 business hours to get back with me when they answer. And as soon as I hear back from them, I'll reach out to you with an answer, okay?

Speaker speaker_1: All right. Thank you so much.

Speaker speaker_0: Of course. Thank you. Hope you have a wonderful rest of your day, and I'm looking forwards to giving you that call back.

Speaker speaker_1: All right, thank you. Bye.

Speaker speaker_0: Bye.